



HAP Denali Princess Wilderness Lodge - Barista

HOST INFORMATION

Company Description:

We are HAP Alaska – Yukon. We are the largest tour operator in **Alaska** and the Yukon. Each of the work locations for HAP offers **exciting, once-in-a-lifetime travel experiences and cultural opportunities** for all employees. Additionally, **overtime, bonuses** and **second jobs** in many locations allow students to earn enough to repay program fees and travel.

Referral program!! Receive up to \$400 for every person you refer to work with Holland Princess America, even if this is your first season!

Hop on the park shuttle to take you deep into the national park with a chance to glimpse Mt. McKinley, North America's highest peak at 20,320 feet. The lodge is situated on a bluff overlooking the Nenana River, a popular destination for white-water rafters. Denali Princess Wilderness Lodge is a seasonal property located approximately two hours south of Fairbanks and four hours north of Anchorage. Denali Princess Wilderness Lodge is located approximately one mile from the entrance to magnificent Denali National Park and 11 miles south of the historical and quaint coal mining community of Healy.

As an employee, you will be asked to provide excellent service while maintaining a safe working (and living) environment. Each employee is crucial to the success of our mission, providing an excellent experience to guests and fellow team members alike. If you are not serving a guest directly, you are serving someone who is. Internal customer service is just as important to our Company's success!

Host Website: <https://www.princesslodges.com/princess-alaska-lodges/denali-lodge/>

Site of Activity: HAP Denali Princess Wilderness Lodge

Parent Account Name: Holland America Princess Alaska

Host Address: Mile Post 238.5 George Parks Highway , PO Box 110 , Denali National Park , Alaska , 99755

Nearest Major City: Anchorage/Fairbanks , Alaska , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

The barista is responsible for serving all products with friendly, individualized attention towards each customer. He/she is also responsible for educating customers about our premium coffees and teas. The barista fulfills any other duties the store manager, assistant manager or shift supervisor assigns and represents Holland America Princess in a professional manner.

- Will operate POS system and must have good communication skills
- Performs a variety of entry-level customer service and clerical tasks.
- Routinely, takes beverage and food orders, prepares hot and cold made-to-order drinks, processes financial payment transactions.
- Responds to employees, management, and customers queries
- Ensures that all customers are educated on our products and services.

- Maintains the highest quality, consistent product standards.
- Follows all Company drink recipes and procedures.
- Develops an understanding of coffee and the various differences in flavor and blends.
- Proficiently prepares blended and cold drinks provided by the store.
- Greets all customers with fast, friendly, personalized service and develops a rapport with customers by learning their names, favorite drinks and food items.
- Verbally receives and calls back customer orders in a friendly manner.
- Reports all customer complaints to manager on duty.
- Responds proactively to prevent customer service situations.
- Accurately rings sales orders into cash register and counts back change to customers in a courteous and friendly manner.
- Answers telephone in a courteous and friendly manner including, but not limited to, giving store greeting, directions to store location, and receiving and filling customer orders.
- Answers customer questions regarding coffee blends, preparation, and product freshness.
- Weighs, grinds and packs coffee per customers' orders according to Company guidelines.
- Sells and serves baked goods and miscellaneous food items to customers.
- Maintains efficient, friendly service.

Drug Test required: No

COMPENSATION

Hourly Wage: \$16

Eligible for Tips: No

Estimated weekly wages including tips: \$640

Bonus: Yes

You are eligible for an end of season bonus if you stay through your agreed upon work dates and have no job performance issues. Bonuses are paid based on hours worked - minimum \$200, maximum \$1000.

* 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: 50

Potential fluctuation in hours per week:

Depending on the time of the season, hours may fluctuate.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Referral program - receive up to \$400 for every person you refer to work with Holland Princess America! Bonus paid after the summer

season.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Students will be regularly required to lift and/or move items up to 50 pounds (23kg).

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

One week

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Employer will provide information about the uniform after the student is hired.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Conservative. No facial or tongue jewelry or visible piercing (aside from earrings). No visible tattoos. No excessive jewelry, makeup, nail polish, or fragrances. Men are not permitted to wear any earrings while at the workplace. Men's hair length must be above the collar (it is not acceptable to tuck under a hat). No extreme hair colors or styles are permitted. Employees hired in the Food & Beverage Department are not permitted to have any facial hair.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

There is hiking, camping, fishing, and rafting to do in the area near and around the lodge. There will be a weekly employee shuttle to Fairbanks which begins in June. Fairbanks is the nearest city and is 110 miles away.

Local Cultural Offering:

The Denalii Princess Wilderness Lodge team is much like a family who create a lifetime connection during the summer months of adventuring and experiencing the Alaska culture.

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:

Dormitory style housing is provided for \$15 per day (\$105/week). All rooms will have up to 4 people per room with shared bathrooms down the hall. 3 meals per day (served in the Employee Dining Room) are included in the cost of housing. All rooms are non-smoking and pet free environments. Amenities at employee housing include: Linens/bedding provided Free laundry facilities, including detergent Ping pong & foosball tables, games and books Common Area with large TV & DVD player Wireless internet access and two desk top computers available in Common Area scheduled activities, including trips to Fairbanks and employee tour opportunities Employee housing bar There is a bank, small grocery store and a gas station near employer housing. Housing address: Mile Post 248.9 George Parks Highway, Healy, Alaska 99743

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Wireless internet and two desktop computers are available in the common area.

Phone Service: Yes

Description:

Employee use phones with a calling card are available. Many students purchase smart phones when they get to the US and service in the area is reliable.

Kitchen facilities: No

Description:

Laundry facilities: Yes

Description:

Laundry facilities and detergent are located onsite and are include with the price of housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

All rooms will have 2-4 people per room with shared bathrooms down the hall. 3 meals per day (served in the Employee Dining Room) are included in the cost of housing. All rooms are non-smoking and pet free environments. Dorms are co-ed but rooms are not.

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:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: A shuttle is provided from housing to the work site every hour on the hour during work days.

Employer-Provided Transportation

Estimated commute time: 15 to 30 minutes

Estimated cost: \$0

Description: A shuttle is provided from housing to the work site every hour on the hour during work days.

ARRIVAL INFORMATION

Arrival Instructions:

You should fly into Fairbanks International Airport, Alaska (FAI). Transportation to Denali will be provided on specific dates. Communicate your arrival details with your manager at least two weeks prior to arrival. From the airport, a public shuttle can be arranged for \$75 if the free transportation is not offered on your arrival date.

Upon arrival, you must apply for social security. It will be expensive for you to return to Fairbanks to apply for social security, so please do this prior to traveling to Denali. The Social Security office is not open on the weekends, so please plan accordingly.

Please confirm your arrival with us at least 2 weeks prior to traveling to the United States.

Suggested Arrival Airport:

Fairbanks International Airport, FAI, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Westmark Fairbanks Hotel & Conference Center
813 Noble St
Fairbanks , Alaska 99701
<https://www.westmarkhotels.com/destinations/fairbanks-hotel/>
(907) 456-7722
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

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

Details about how to apply for Social Security Number:

Must apply for Social Security Number prior to departure for work location. Fairbanks Social Security Office: 101 12th Ave, Room 138, Fairbanks, AK 99701. Students should take public transportation or a taxi to the social security office as soon as possible after their arrival. The Social Security office is not open on the weekends. Please apply for your Social Security (SS) number immediately upon arrival to Alaska. Be sure to obtain a receipt from the SS office for your SS application to show to your employer. You must apply for your SS number before you arrive to your employer. There is not a waiting period to apply for your social security number. You must apply before leaving Fairbanks.

Nearest SSA Office: Fairbanks , Alaska , Over 50 miles

Other:

Wage Payment Schedule:

Payday is every two weeks. Direct deposit highly recommended for early payment. You will need a local bank account.

Meal Plan: Mandatory

Estimated Cost Per Day: \$15

Meal Plan Description:

Housing, including 3 meals per day, is \$15 per day. Sheets, blankets, pillows, towels included. Wifi, laundry facilities with soap also included.

Provide Certificates/Performance Evaluations: Yes

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, all 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:

Upon receipt of job offer, student MUST complete application process with Holland America-Princess (HAP). Complete all information using this link: <https://hollandamericaprincess.pinpointhq.com/en/postings/87796429-169e-47b6-8704-ca48bb359045/applications/new>

Do not apply for a second or third job and leave that section blank.

Your hiring documents will be sent via email. Check your email often. You will also receive an email from Sterling for your background verification. This must be completed immediately upon receipt, uploading required documents. Check your spam folder. This must be completed within 24 hours of receiving.

Be prepared for the Alaska experience! There are second job opportunities at this location.

Please be aware that possession of guns and any drugs (including marijuana) are strictly forbidden in employer provided housing.

You should NOT travel to the site of activity until you have applied for your social security number. It's recommended that you arrive to Alaska several days before your first day of work. The Social Security Administration is open Monday, Tuesday, Thursday & Friday 9am to 4pm & Wednesday 9am to 12pm. SSA is CLOSED Saturday and Sunday. Do NOT travel to your employer until you have applied for your social security number.

Arrangements for mail delivery are your responsibility. No mail can be sent to you at the lodge's address. You should make arrangements for a personal post office box either before or upon their arrival at the lodge. This policy will be strictly enforced.

Since phone card prices can vary considerably in the U.S. you should consider purchasing phone cards in their home countries which can be used within the U.S. for international calls.

Currency exchange and check-cashing facilities are not available at the lodge. The nearest location for these facilities is in Healy. It is highly advisable for you to establish a banking account prior to arrival at the lodge either in Anchorage in order to have your paychecks automatically deposited. Employee manual will be provided between being hired and arrival in US.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants

Walking Distance from Housing:

Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Restaurants

