



## Mount Olympus Water and Theme Park - Front Desk/Reservations

### HOST INFORMATION

**Company Description:**

*Want to have fun this Summer? Come to the Wisconsin Dells....Waterpark Capitol of the WORLD!! Here you will find hundreds of other Work and Travel students, community activities, and a great job!!*

*Wisconsin Dells, often referred to as "The Dells," and Lake Delton are two small towns with a combined population of about 5500. It is, however, a popular tourist destination hosting over three million tourists each summer and many thousands in the Summer. The Wisconsin River is very scenic in this region and has been a historic tourist attraction for years, but there are also many large indoor and outdoor water and theme parks, as well as waterpark resorts, which have become even greater attractions. Wisconsin Dells is recognized as the "Waterpark Capital of the World". The town has over 150 motels/resorts, 80 restaurants, and many other attractions. With all of these job opportunities, it's easy to understand why we find it necessary to recruit employees from other areas.*

*With over 300 acres of adventure, our company is divided into several parts:*

- \*Mt. Olympus Resort has over 1500 guest rooms and suites.*
- \*Mt. Olympus Waterpark is a 50-acre outdoor waterpark.*
- \*Medusa is a fabulous, fun filled INDOOR water park*
- \*The Parthenon is our INDOOR theme park, complete with amusement rides and go-carts too!*

*Our employees must have excellent English skills. They must be FRIENDLY, PERSONABLE, PRESENTABLE and have ready SMILES.*

**Host Website:** <http://www.mtolympuspark.com>

**Site of Activity:** Mount Olympus Water and Theme Park

**Parent Account Name:** Mount Olympus Water and Theme Park

**Host Address:** 1881 Wisconsin Dells Parkway , PO Box 5 , Wisconsin Dells , Wisconsin , 53965

**Nearest Major City:** Chicago , Illinois , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Accept reservations, be able to follow a script, check guests in and out, answer questions, solve problems, able to handle money and credit cards. work under stressful conditions (large numbers of calls or check-ins/outs)*

**Typical Schedule:**

*Could be MORNING shift (8:00am - 4:00pm) or EVENING shift (3:00pm - 11:00pm)*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$13.5

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$432

**Bonus:** Yes

\$1/hr worked between Memorial Day and Labor Day paid at the end of Summer. Based on attendance and performance.

\* 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:** 45

**Potential fluctuation in hours per week:**

resort occupancy is the only variable that could affect scheduling Schedule is either AM 8-4 or PM 4-11pm Based on resort needs

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Free entrance to the park on days off, local attraction discounts, food, beverage, and retail discounts

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Standing for entire shift

*Handling cleaning chemicals*

*Working outdoors*

*Working under direct sunlight*

**Job Training required:** Yes

*Length of job training:*

*2 days*

*Hours per week during training period: 20*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniforms may cost somewhere between \$30 and \$100. All employee are required to provide their own black pants, black shoes and black socks (except guards, flip flops for them only). More specific information will be emailed prior to arrival*

*Cost of uniform: \$38*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*See uniform requirements.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Company Parties, Holiday Events, Sporting Events, Movie or Game Nights, Potlucks or Dinners, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Thankoween, Community Orientations, End of Summer Party*

**Additional Details about Cultural Offerings:**

*Check out the Community Dells website at [facebook.com/dellsj1s](https://facebook.com/dellsj1s) for great information about events happening in the community!*

## 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:**

Rooms vary by location. Housing is dormitory style with 4 people per room. Rooms will contain four bunk beds a small snack-size refrigerator and private bathroom/shower. Telephone service is not provided in the complex students are encouraged to bring or purchase phone cards to use. No personal calls are allowed while working. . Participants must keep their rooms clean at all times. If cleanliness becomes an issue you will be fined or will lose part of your deposit with EACH incident. If it continues to be a problem, room checks will be required and you could lose your housing deposit. Rent can cost up to \$105 per person per week. You MUST have the housing deposit with you when you check in...\$300. Some housing will not have a full service kitchen. Students should expect to have access to a microwave or hot plate with a small refrigerator.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Phone Service: Yes

Description:

There is a payphone available in the lobby of Hiawatha.

Kitchen facilities: Yes

Description:

Students have access to a shared kitchen with other people that live in the facility.

Laundry facilities: Yes

Description:

Laundry is a one time fee of \$35

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Students are placed into housing based on arrival time frame. Employer can't guarantee placements with friends. The community dorm - International Residence Hall (IRH) is dorm style buildings with a couple different room configurations. .

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: No

Description:

Students pay rent each week directly to International Residence Hall

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

Deposit must be made to International Residence Hall \*\*30 days\*\* prior to arrival (\$200) Two weeks rent (\$100/week) due upon arrival. One time administration fee of \$75 and Laundry fee of \$35 is due upon arrival.

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Room must be in the same condition as it was on arrival. May be subject to fines if housing rules are not followed. Must complete their work dates as agreed upon. Work dates are considered a lease agreement.*

*Details About Deposit Refund:*

*Leaving prior to end of Job Agreement is considered breaking your lease and deposit will NOT be refunded.*

### **Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: 15 to 30 minutes*

*Description: Depending on which housing you are in, your job and where you are to report to, commutes can vary.*

*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: Depending on which housing you are in, your job and where you are to report to, commutes can vary.*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*There are several International Airports that you can fly into:*

- 1. Chicago O'Hare*
- 2. Chicago Midway*
- 3. Milwaukee Mitchell International*
- 4. Minneapolis/St Paul International*

### **Option 1: Chicago O'Hare Airport to Wisconsin Dells:**

*Leaving from Terminal 2: Have \$2.25 exact change. Find the CTA Blue Line El Train. The train will leave every 10 minutes 24 hours/day. Take the CTA Blue Line to the Clinton Street stop (approximately 50 minutes). For more information on the Blue Line: [http://www.transitchicago.com/riding\\_cta/systemguide/blueline.aspx](http://www.transitchicago.com/riding_cta/systemguide/blueline.aspx)*

*Next you will choose to either ride the Greyhound Bus or the Amtrak train to Wisconsin Dells:*

*To the Greyhound Station: Get off the train and exit the station. Walk one block South on Clinton Street to Harrison Street. Go right on Harrison Street. The Downtown Chicago Greyhound Bus Station will be one block ahead at 630 West Harrison. Be sure to look for scheduled times at [www.greyhound.com](http://www.greyhound.com). The Greyhound Bus will drop you off in Wisconsin Dells at the Citgo Gas Station at 611 Frontage Road at the crossroads of Highway 13 and County Road H, Wisconsin Dells, WI.*

*To the Amtrak Station: Get off the train and exit the station. Walk a short distance east on the ramp. Turn left on S. Clinton Street. Walk 0.16 mile North on S. Clinton Street. Walk straight on Union Station walkway. Turn right on Union Station Clinton/Jackson. Walk a short distance North on Union Station Clinton/Jackson. Turn right on Union Station Walkway. Walk a short distance east on Union Station*

Walkway. Arrive at the Amtrak Station. Total Walking in 0.32 miles. Be sure to look for scheduled times at [www.amtrak.com](http://www.amtrak.com). The train will arrive in Downtown Wisconsin Dells.

**Option 2: Midway International Airport (Chicago) to Wisconsin Dells via Greyhound Bus**

Midway Airport is connected to downtown Chicago by the CTA Orange Line. Tickets can be purchased at the Midway Orange Line station, which is conveniently located near the airport right across Cicero Avenue. From Midway Airport take the Orange Line to Quincy/Wells Street, exit train. Take the #7 bus to Harrison/Jefferson Street and then exit the bus. Greyhound Bus Station is located at 630 West Harrison. Be sure to look for scheduled times at [www.greyhound.com](http://www.greyhound.com). The Greyhound Bus will drop you off in Wisconsin Dells at the Citgo Gas Station at 611 Frontage Road at the crossroads of Highway 13 and County Road H, Wisconsin Dells, WI.

**Option 3: Milwaukee Mitchell International Airport to Wisconsin Dells via Greyhound Bus:**

The Greyhound Bus Terminal is located at the Milwaukee Mitchell International Airport. Take the Greyhound bus to Wisconsin Dells. The Greyhound Bus will drop you off at the Citgo Gas Station at 611 Frontage Road at the crossroads of Highway 13 and County Road H.

**Option 4: Minneapolis/St Paul International Airport to Wisconsin Dells via Greyhound Bus:**

The Greyhound Bus Station is located in the Minneapolis/St Paul International Airport. Take the Greyhound bus to Wisconsin Dells, Wisconsin. The Greyhound Bus will drop you off at the Citgo Gas Station at 611 Frontage Road at the crossroads of Highway 13 and County Road H.

**Option 5: Wisconsin Dells Kangaroo will pick up in Madison or Milwaukee, Wisconsin and O'Hare Airport in Chicago, Illinois**

Phone: (608) 792-9214

Email: [dells.ceo@gmail.com](mailto:dells.ceo@gmail.com)

Provides service from Madison, Milwaukee or O'hare

Will pick up you from the airport, take you to your housing, Walmart and provide you with a city tour upon arrival. The prices listed below are for 1-6 persons (5 people in your group and you are travelling from Chicago to Wisconsin Dells;  $\$350 \div 5 \text{ persons} = \$70 \text{ per person}$ )

Total Cost per trip from:	Madison	Milwaukee	Chicago	O'Hare
1 person	\$90	-	-	-
2-4 persons	\$105	-	-	-
5- 6 Persons	\$120	\$260	\$350	

**Nearest Bus Station:** Greyhound bus drop-off is in Wisconsin Dells at the Burger King/Citgo at 611 Frontage Road at the crossroads of Highway 13 and County Road H. Greyhound website: <http://www.greyhound.com>

**Nearest Train Station:** Amtrak Train Station is located in downtown Wisconsin Dells (WDL) on La Crosse Street. Website: [www.amtrak.com](http://www.amtrak.com)

From the Bus Stop or the Amtrak Station, you will take a taxi to the Mt. Olympus Human Resources Office. Our arrival procedures have changed so please pay close attention to these instructions. **Special taxi rates available through Wisconsin Dells Taxi**

All arriving J1 Students should report to International Residence Hall upon arrival to Wisconsin Dells. IRH is located at 200 W Hiawatha Drive, Wisconsin Dells, WI 53965. You should communicate your anticipated arrival time 24 hours in advance via email to [contact@irhliving.com](mailto:contact@irhliving.com)

Once you have arrived and checked-in to Hiawatha, you should take the rest of the day to get acquainted to the Dells area, obtain groceries, and rest from your travels. The following morning you should report to Human Resources at Mt. Olympus Resort Building #10 Located at 1435 Wisconsin Dells Parkway, Wisconsin Dells, WI 53965. The walk from Hiawatha to Building 10 is approximately 15 minutes. You should arrive at Human Resources promptly at 8:30am for onboarding and orientation. Please make sure to bring your passport and Ds2019 form with you!

**Suggested Arrival Airport:**

*Chicago O'Hare, ORD, Over 50 miles*

*Chicago Midway, MDW, Over 50 miles*

*Milwaukee Mitchell International, MKE, Over 50 miles*

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

*Mt. Olympus Building #39  
655 North Frontage Road  
Wisconsin Dells , Wisconsin 53965  
www.mtolympuspark.com  
800-800-4997  
\$0 to \$25*

## 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:*

*Employer will assist you with instructions on applying for your card. Mt. Olympus will provide transportation to the Social Security Office for you appointment. Please note, you cannot go to the Social Security Office without a scheduled appointment by Mt. Olympus Human Resources Team.*

*Nearest SSA Office: Portage , Wisconsin , Less than 25 miles*

**Other:**

*Wage Payment Schedule:*

*Check, pay card, or direct deposit bi-weekly.*

*Meal Plan: Not available*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Employees are the face of Mount Olympus, so every employee must look neat and professional at all times. No extremes in hair styles, hair*

*must be neat and clean, only small tattoos allowed, no facial piercings-only two per ear, must wear deodorant and brush teeth, employees must ALWAYS be clean and neat. A smile is part of the uniform*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Uniforms may cost somewhere between \$30 and \$100. All employee are required to provide their own black pants, black shoes and black socks (except guards, flip flops for them only)*

*There will be an additional set of behavioral standards that will be given regarding housing upon arrival. All students are expected to adhere to the housing standards of Mt Olympus. Students will be expected to assist in other departments when needed. During off peak season or low occupancy students should be flexible in job title and responsibility.*

*Employees must accept or decline our housing upon hire.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Restaurants*

***Walking Distance from Housing:***

*Bank, Restaurants, Fitness Center, Internet Cafe*

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

*Food Market, Post Office, Public Library*

***Unavailable:***

*Shopping Mall*