



Wilderness Resort - Resort Worker

HOST INFORMATION

Company Description:

Benefits of working at Wilderness Resort:

- *Second jobs available within walking distance of housing*
- *Free use of the water parks and fitness centers*
- *Discount on all food and beverage outlet purchases*
- *25% discount at the gift shops*
- *Discounted Attractions voucher; employees are able to visit a lot of the Dells attractions for a discounted price or free admission!*
- *4 hours by bus from Chicago, Illinois!*
- *Wilderness has over 100 J-1 students returning to work annually because they enjoyed it so much!!*

Wilderness Hotel and Golf Resort is America's Largest Waterpark resort located in the heart of the Wisconsin Dells!! We have 4 outdoor and 4 indoor waterparks totaling 250,000 square feet of family fun. When not working you have the opportunity to take advantage of the resort amenities and discounts as restaurants!!

The resort has approximately 1,200 units including standard hotel rooms, villas, condos and cabins. The Wilderness employs 700 Work and Travel participants annually. We hire students from all over the world, so you will have an opportunity to meet new friends and enjoy some new experiences.

About Wisconsin Dells:

- *Wisconsin Dells, the Waterpark Capital of the World™*
- *Midwest's #1 Family Vacation Destination*
- *Safe, fun and small community*
- *Surrounded by natural beauty with rivers, lakes and forest*
- *Lots of entertainment and things to do: Movie theaters, shopping malls, dance clubs, casinos, camping, hiking and rock climbing*

Host Website: <http://www.wildernessresort.com>

Site of Activity: Wilderness Resort

Parent Account Name: Wilderness Resort

Host Address: 511 East Adams Street Wisconsin Dells , Wisconsin , 53965

Nearest Major City: Madison , Wisconsin , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

All students hired as a Resort Worker will interview with Wilderness upon arrival to determine which department they will work in. Students must be willing to work as a Food & Beverage, Attractions Cashier or Retail Cashier. Position duties may include food preparation or selling of goods.

Customer service knowledge; handling US currency; stocking shelves; cleaning store and other duties as assigned. The actual position of a Resort Worker will be determined upon arrival to the property. Efforts will be made to place employees in their first job choice but this is not a guarantee. Individual job duties will be given once position has been assigned. Resort Workers may be assigned to one of the following:

- Food and Beverage
- Admissions
- Retail sales
- Facility cleaning

All employees will be responsible for the following:

- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
- Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages, and potential safety hazards.
- Attend departmental and team meetings as well as participate in all additional training courses.
- Perform all duties in a safe manner.
- Employees may be asked to move to different locations or job assignments within the property, as needed. Other duties may be assigned.

Drug Test required: No

COMPENSATION

Hourly Wage: \$12

Eligible for Tips: Yes

Tips can be provided by guests but are not guaranteed

Estimated weekly wages including tips: \$525

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 50

Potential fluctuation in hours per week:

Some weeks are busier than others, so the schedules will change with business needs. Some weeks you may work 4 days per week, sometimes you will work 6 days per week. Overtime is not guaranteed.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

In addition all employees will receive a 25% discount in the retail shops.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Employees will be required to walk or stand for long periods of time. Stocking will require lifting boxes up to 50lbs.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Other qualifications or conditions

Description:

Standing long periods of time, maintain a friendly and helpful atmosphere for resort guests and coworkers. There will be cleaning in these positions, students will be expected to adhere to standards of Wilderness Resort. Workers will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, and stooping or bending. These activities often also require considerable use of the arms and legs. •Resort Workers will be required to stand or walk for long periods of time. •Resort workers may work in an indoor environment that may or may not have air conditioning where they will be exposed to humid temperatures. •Some Resort workers will work in an outdoor environment with exposure to a variety of weather conditions such as rain, cold temperatures, direct sunlight or high heat and humidity. •Resort Workers may be moved between various departments as needed

Job Training required: Yes

Length of job training:
on-the-job training

Hours per week during training period: 28

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Resort Workers should bring khaki pants and comfortable neutral colored tennis shoes. Pants cannot be denim or leggings. Wilderness will provide a t-shirt free of charge.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

See uniform requirements.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Trips to Nearby/Major Attractions, Trips to Major City, Shopping Trips, Movie or Game Nights, Karaoke Nights or Talent Shows, Company Parties, Holiday Events, Sporting Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Community Orientation, Ice Skating, Valentine's Dance, Thankoween

Additional Details about Cultural Offerings:

In addition to monthly Wilderness organized events, the Wisconsin Dells J-1 Consortium Board is a group of local community members that work to make cultural events like dinners, information about bike safety, ice skating, and other community events available to all J-1 Students.

Local Cultural Offering:

Check out the Community Dells page at facebook.com/dellsj1s for great information about events happening in the community!

The VCB entertainment card allows any employee to enter one time FREE to any local attraction listed and includes local restaurant and shopping discounts (\$10 from Wilderness).

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 will be in offered at property on Wilderness Resort it is walking distance/bike riding distance of employment. Students will share the same housing buildings with mixed genders but rooming assignments will be one gender. Kitchen is a common area and students may need to go outside to access. Students will be provided with a blanket, and will be required to buy a bed in a bag for \$25. The set includes a sheet set, pillow, pillowcase, blanket, bath towel, wash cloth, face clothe, and laundry bag.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wilderness provides free WiFi, but abuse of the rules and illegal downloading may result in removal of access to WiFi.

Phone Service: Yes

Description:

Each floor has a landline phone. Students will download the Omnigo community app to contact Security when not near a phone. This app will be used for emergencies and general housing issues.

Kitchen facilities: Yes

Description:

The students will have access to a community kitchen, and each individual unit will have a refrigerator and microwave.

Laundry facilities: Yes

Description:

Laundry is located on the lower level of housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 8

Suggested Occupancy Per Room: 4 - 8

Rooming Arrangement Description:

The housing is a dorm style.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$95

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$100

Description:

Total of \$440 due on arrival includes two weeks rent, \$100 Security Deposit and a \$150 Non-Refundable Administrative Fee

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

\$100 Security Deposit plus a \$150 Non-Refundable Administrative Fee. Security Deposit Refundable upon inspection of damage/condition of room. Housing dates are contingent upon employment and job agreement dates, no refund if work dates are not completed

Details About Deposit Refund:

Direct deposit to pay card or paycheck if participant lost pay card.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: housing is located onsite

ARRIVAL INFORMATION

Arrival Instructions:

There are several International Airports that you can fly into:

1. Chicago O'Hare (ORD)
2. Chicago Midway (MDW)
3. Milwaukee Mitchell International (MKE)
4. Minneapolis/St Paul International (MSP)

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

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. 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. 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. 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

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 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

Special taxi rates available through Wisconsin Dells Taxi

Suggested Arrival Airport:

Chicago O'Hare, ORD, 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:

Ramada Wisconsin Dells
1073 E Frontage Rd
Wisconsin Dells, Wisconsin 53965
www.wyndhamhotels.com
(608) 2542218
\$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:

The Wilderness will arrange a taxi to take you to the Social Security Office, the cost of the taxi is USD \$15.

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

Other:

Wage Payment Schedule:

Paid bi-weekly via Rapid Paycard issued with or without SS #. Participants will need to request a personalized card to use for online/international purchases.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Clean and Neat, no body piercing visible.

Second Job Availability: Yes, likely

Applicable Company Policies:

Students are required to read, obey and sign the Wilderness Resort Employee Rules and Regulations for International Students. Lifeguards have the opportunity to make up to \$14.50 per hour after completing certification. All Lifeguards are charged a \$30 training manual fee along with a \$35 charge for the ARC Certificate. The course is free but any lifeguard/slide attendant staff that does not complete their Job Offer Agreement dates will have to be charged \$200 for the cost of the Lifeguard Certification course. No charge for course if job dates are completed as indicated

COMMUNITY AMENITIES

Walking Distance from Housing:

Post Office, Restaurants, Internet Cafe

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Fitness Center, Public Library