



Xanterra Mount Rushmore National Memorial - Resort Worker

HOST INFORMATION

Company Description:

Mount Rushmore National Memorial represents a national treasure, symbolizing the ideals of freedom and democracy within our great country, in a beautiful area that is best suited for people who enjoy nature and outdoor activities.

Nestled at the foot of Black Elk (Harney) Peak in the beautiful Black Hills of South Dakota near Mount Rushmore National Memorial and only a short distance away from Custer State Park, Crazy Horse Memorial, Wind Cave National Park, and the lakes and trails of the Black Hills National Forest.

Mount Rushmore National Memorial is located in South Dakota surrounded by the Black Hills National Forest. It offers a unique experience for outdoor adventures, sightseeing and opportunities to soak up history at the Sculptor's Studio, Lincoln Borglum Museum, and Avenue of Flags representing the 56 states and territories. Each evening there is an Evening Sculpture Lighting Ceremony at the amphitheater.

Students will be living in employee housing which is a short shuttle ride from Mount Rushmore National Memorial. Employee Housing is in the town of Keystone, South Dakota which offers restaurants, local stores, Big Thunder Gold Mine, the historic 1880 Train, mini-golf, the National Presidential Wax Museum, and more.

Please note that you will NOT be working in a big city - this is a national forest and is remote.

Host Website: <https://www.mtrushmorenationalmemorial.com/>

Site of Activity: Xanterra Mount Rushmore National Memorial

Parent Account Name: Xanterra Travel Collection

Host Address: 13000 Highway 244 Building 81 Keystone , South Dakota , 57751

Nearest Major City: Rapid City , South Dakota , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

Employee will be placed in one of the following upon arrival. Hourly rate depends on which position student is assigned to.

Food & Beverage Attendant: \$13.20/hour

Responsible for food preparation, cafeteria work, fast food operation, dish/pot machine operation and maintain sanitation standards in kitchen, dining room, and snack bar.

- Take customer orders, receives payments from customers and enters into cash register.*
- Selects requested food items from serving or storage areas and assembles items on serving tray or in takeout container.*
- Notifies kitchen personnel of shortages or special orders.*
- Serves cold drinks, frozen milk drinks, or desserts. Makes and serves hot beverages.*

- Scoop and serve ice cream.
- Cooks or apportions food or performs other minor duties to prepare food, serve customers, or maintains orderly eating or serving areas.
- Replenishes supply of clean linens, silverware, glassware, dishes in dining room, and condiment bar.
- Carries and washes dirty dishes from dining room.
- Clears and wipes table tops and chairs with damp cloth.
- Work in the Employee Dining Room by serving food and replenishing all food and condiment supplies as needed.
- Cleaning duties as assigned.

Retail Associate: \$13.45/hour

Obtains or receives merchandise, totals bill, accepts payment, and makes change for customers in retail store by performing the following duties.

- Greets customer on sales floor and determines make, type, and quality of merchandise desired.
- Displays merchandise, suggests selections that meet customer's needs, and emphasizes selling points of article such as quality and utility.
- Stocks shelves, counters, or tables with merchandise
- Prepares sales on register and receives payment.
- Wraps or bags merchandise for customer.
- Places new merchandise on display.
- Takes inventory of stock.
- Requisitions merchandise from stockroom.
- Cleans work area and store floor as needed and/or directed.
- Answers customer's questions concerning location, price, and use of merchandise.

Parking Attendant: \$13.90/hour

You will help direct traffic by performing the following duties:

- Maintain cleanliness of all parking lot grounds and perform housekeeping duties as assigned.
- Assist guests at Pay on Foot stations.
- Act as first contact with guests as they arrive to the Memorial.
- Direct traffic within the parking facility.
- Act as a crossing guard at the pedestrian walkway between the parking facility and the memorial.

Housekeeping: \$13.90/hour

Students placed in this job will help maintain the cleanliness of the park. You will help to make sure floors and bathrooms are cleaned, the parking garage is free of trash (help empty trash cans and remove trash bags.)

Typical Schedule:

Open 7 days a week. Must be available to work nights, holidays and weekends! Days off with friends are not guaranteed - based on the schedule of the business and how busy it is.

Drug Test required: Yes

COMPENSATION

Hourly Wage: \$13.2

Eligible for Tips: No

Estimated weekly wages including tips: \$475.2

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 36

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

There are busy times in the season that will give you more hours per week. There can also be slower periods, which means fewer hours may be available.

Average number of hours per week reached by last year's seasonal employees: 36

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Employee appreciation day (date TBD) allows for 50% off retail. Discounted hotel rooms with other Xanterra properties.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

The employee must occasionally lift and/or move up to 50 pounds.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

While performing the duties of this job, the employee is regularly required to stand. You will be required to use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee is required to walk, stop, kneel, crouch, or crawl. Employees must work hard, enjoy working with and for others, take pride in a job well done and be committed to providing first-class service to guests. The work is highly customer oriented. Employees must be willing to do various job duties. Must have the ability to read and comprehend simple instructions, short correspondence, and memos in English and have the ability to write simple correspondence. Must have the ability to work in small group situations with customers, clients, and other employees of the organization. Must have the ability to do basic math since you will be working a cash register. You must be able to speak and communicate clearly in English.

Job Training required: Yes

Length of job training:

1-2 weeks and ongoing as necessary

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

You are required to attend and complete the General Orientation, which starts on Wednesday of each week. If you miss the Wednesday orientation (your first day of paid work), you will not be able to work all week, and you'll need to wait until the following Wednesday to attend the orientation and have your first day of paid work. ServSafe Training will be provided for all F&B employees.

Need to wear uniform: Yes

Uniform Policy:

You will be issued uniform shirts, hats, and apron. Name tags are provided and required while working. Parking Attendants will need to purchase company-specific black work pants. The pants are \$23.99. You bring comfortable, black, closed-toe slip-resistant shoes. You also need to bring your own black cotton pants (not Parking Attendants). All clothing needs to be clean and ironed. Shoes need to be clean and new looking No spandex, track suits, short skirts or sweatpants. No black jeans

Cost of uniform: \$23.99

Uniform laundry: Participant responsibility

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

As part of orientation, all students are taken through the community of Rapid City. This employer organizes additional trips to Walmart for shopping, the Crazy Horse Memorial, Reptile Gardens, Bear Country, Badlands National Park, Rushmore Cave (which has a zipline and theatre), and so much more.

Local Cultural Offering:

The Memorial is located 5 minutes from the small town of Keystone, SD; which has restaurants, attractions, and shops. All employees are given a VIP pass to be used for free/discounted admission into Black Hills attractions. Xanterra does not provide shuttle service from the Memorial to Keystone.

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 at Mount Rushmore is one of the best employee accommodations in the area. The dormitory style residence, Kay Riordan-Steuerwald Hall, offers housing for up to 120 employees. Completely carpeted, furnished with a bed, night stand, each room has a private bath/shower and secure closets. The employer is not liable for loss of personal effects and recommends that students not bring items of great value. Housing is located within ¼ mile of work site. It is NOT located in a big city! Employees should be willing to walk to work, if necessary. An employee shuttle is provided since it is uphill to the Memorial. If employee loses their job, they lose their housing. **GUESTS ARE ALLOWED IN EMPLOYEE HOUSING BY PERMIT ONLY.** Employees are responsible for personal conduct and cleanliness in assigned residences. The dormitory building and grounds are **SMOKE AND ALCOHOL FREE.** Employee meals are served in the employee Dining Room. Please note that because of the number of employees that are fed each day, restricted diets, including strict vegetarian diets, are very difficult to accommodate. Lodging is 33.24 per week which is deducted from your pay check and meals are 4.59 per meal and are NOT deducted from your paycheck so bring cash. Co-ed housing is limited. Refrigerators and microwaves are available in the dormitory common room for use by all residents in the dorm. There is no kitchen facility, all meals are served in the cafeteria. A family style common room contains a TV and there is an on-site fitness room. Wi-fi and laundry facilities are also provided. Clothes washing machine and dryer are each \$.25/load. Laundry detergent is included in the price! Quarters can be purchased from the Accounting Office at the Memorial. In addition to these amenities, a shuttle operates during peak season to transport employees to/from work or meals. Sheets, blankets, pillows, bath towels, and mini personal hygiene kit are provided.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wi-Fi is available. We are in nature, so internet service can be limited at times.

Phone Service: Yes

Description:

Cell service is available. We are in nature, so cell service can be limited at times, and not available in more remote areas of the Black Hills. Employees can use Xanterra landline phone if needed.

Kitchen facilities: No

Description:

Dorms do not have kitchen facilities. All meals are eaten in the employee dining room (EDR).

Laundry facilities: Yes

Description:

Clothes washing machine and dryer are each \$.25/load. Laundry detergent is included in the price. Quarters can be purchased from the Accounting Office at the Memorial.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Co-ed housing is limited. We will try to match you with your friends and travel companions, but this is not guaranteed. Make sure to request roommates during the interview process with Xanterra.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$35

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$100

Description:

Must be given in cash upon arrival

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

You must leaving housing in good condition (clean of trash, no broken items or furniture), and you must work until the agreed-upon end date on your job offer form, no employment issues.

Details About Deposit Refund:

Via final paycheck

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Employee shuttle service is available to/from housing/EDR multiple times per day on a set schedule. Employees should be willing to walk to work, if necessary.

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: Students can purchase a bike if they wish to bike to work.

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: Employee shuttle service is available to/from housing/EDR multiple times per day on a set schedule. Shuttle service is not provided from the Memorial to Keystone, SD.

ARRIVAL INFORMATION

Arrival Instructions:

Schedule a bus or airplane that arrives in Rapid City Monday or Tuesday from 8am - 4pm. Wednesday is the first day of paid Orientation, and then you will continue training after that. You cannot start working until you attend orientation, so if you miss the Wednesday orientation, you will need to wait the week until the next orientation on the following Wednesday.

Wednesday will be your first day or paid work. This MUST be the date on your job offer form.

Students need to contact employer with arrival times and information at least two weeks before arrival. Failure to do so could result in the employer NOT being able to pick you up from the airport, bus station or Rapid City hotel. You will need to book a hotel room at your own expense if you do not let your employer know your arrival details, and if you arrive on any days other than listed above. This is VERY Important! You will be picked up from the airport on either Monday or Tuesday. That is our meeting point.

When you are departing Mt. Rushmore, you MUST arrange for your flight to be MID MORNING OR AFTERNOON. If you book your return flight for any time AFTER 5PM, you will be responsible for organizing your travel to the airport.

Suggested Arrival Airport:

Rapid City Airport, RAP, Less than 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Baymont by Wyndham Rapid City

4040 Cheyenne Boulevard

Rapid City, South Dakota 57703

[https://www.wyndhamhotels.com/baymont/rapid-city-south-dakota/baymont-inn-suites-rapid-city/overview?](https://www.wyndhamhotels.com/baymont/rapid-city-south-dakota/baymont-inn-suites-rapid-city/overview?CID=LC:BU::GGL:RIO:National:46640&iata=00093796)

[CID=LC:BU::GGL:RIO:National:46640&iata=00093796](https://www.wyndhamhotels.com/baymont/rapid-city-south-dakota/baymont-inn-suites-rapid-city/overview?CID=LC:BU::GGL:RIO:National:46640&iata=00093796)

(605) 791-5151

\$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:

Employer will take students to the social security offices within a couple weeks of your arrival to Mt Rushmore. You must register with SEVIS within 24 hours of your arrival to Mt Rushmore.

Nearest SSA Office: Rapid City, South Dakota, Less than 25 miles

Other:

Wage Payment Schedule:

Paid every other Wednesday. Could be 2-3 weeks before receiving first paycheck, bring cash for use prior to your first paycheck. Able to cash paychecks on property, HIGHLY RECOMMEND enrolling in direct deposit. We'll assist opening bank account.

Meal Plan: Optional

Estimated Cost Per Day: \$5.5

Meal Plan Description:

We provide the flexible meal plan at \$5.50 a meal which you can eat three times a day or none. Its flexible so it is up to you

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

You are representing our business; we need you to look professional. Students must be neatly groomed, clean, neat and professional in appearance. No visible tattoos and no facial piercing (ear OK). Must bathe regularly and wear deodorant. No overbearing perfumes or colognes. Clean hygiene is a must. Men must have clean shaven face and long hair must be tied back.

Second Job Availability: Yes, likely

Applicable Company Policies:

REMEMBER, students should schedule a bus (<https://www.greyhound.com> is an option) or flight that arrives in Rapid City, South Dakota (RAP) MONDAY & TUESDAY 8AM-4PM. You will be attending a paid orientation on WEDNESDAY morning, which is the first day of paid work.

ABSOLUTELY NO WEEKEND PICK UPS OR LATE NIGHT PICK UPS!

You will receive a form for arrival information and you must fill it out or you will not be picked up.

Students need to contact their employer with flight information, arrival times at least two weeks in advance of arrival. Failure to do so could mean that you're not picked up from the airport when you arrive! You may have to book a hotel room for the night.

All students will have the opportunity to have an end of season assessment.

At Xanterra Mt. Rushmore, we have a optional program called the "Host Program". On your name badge, all the languages you speak will be listed. If you choose to join the program, you may be asked to help with language translation between a guest! This is a great opportunity to showcase your language skills and connect with someone new.

We expect that you will work hard when you are scheduled to work. Each of us at Xanterra is committed to providing first-class service for the more than three million people who visit Mount Rushmore each year. In order to accomplish this, employees who are willing to make a similar commitment to excellence in their own personal standards and work habits are needed. We are looking for employees, who are willing to work hard, who enjoy working with and for others, and who take pride in a job well done.

If you arrive into Rapid City on any other day than MONDAY or TUESDAY, 8AM-4PM, you will be responsible for arranging your own transportation into the park which can be expensive. You MUST arrive into Rapid City MONDAY or TUESDAY, 8AM-4PM, to be picked up and brought to the Memorial.

Use of cell phones during work hours are PROHIBITED. Speak with your manager for details.

This is hard work and you must be physically fit and ready to work hard.

Days off with friends are not guaranteed - based on the schedule of the business and how busy it is.

You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager. Failure to do so will result in a warning.

This area is warm in the summer, with cool nights. Info on area: www.blackhillsbadlands.com, www.travelsd.com

Info on Mt Rushmore National Memorial Park Service: www.nps.gov/moru

Weather Info: <https://weather.com/weather/tenday//Rapid+City+SD+USSD0283:1:US>

Students should bring black pants and black slip-resistant shoes for work, and light casual clothes, jeans, shorts, T-shirts, sweater, light jackets, swimsuit, tennis shoes, a wristwatch, and sunglasses. Students working in Parking are allowed to wear khaki pants.

COMMUNITY AMENITIES

In Town, Requires Transportation:

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