



WORK & TRAVEL USA

## Aramark Crater Lake - Guest Service Crew - Mid

### HOST INFORMATION

#### Company Description:

Crater Lake National Park is home to adventure and majestic beauty. The Park offers hiking, camping, and fishing opportunities. Crater Lake is a Night Sky destination - everyone is encouraged to witness one of the darkest skies in the United States. Many tourists come here just to see the stars. It is a peaceful, beautiful Park and is ideal for those Work and Travel students who wish to take a break from their busy, academic life and enjoy a quiet, reflective summer. Students can expect to meet co-workers from every region of the United States. Crater Lake is a global attraction and serves approximately 700,000 visitors from all over the world each year. Aramark operates the concessions at Crater Lake's two locations - Rim Village and Mazama Village. The Park has 3 retail outlets, the Lodge, 40 cabins, 3 dining facilities, tour boats, a fuel station, and a large campground. Students can participate in activities offered by the Recreation Department, which include trips to Medford, Klamath Falls, and Bend. Trips are also offered to local waterfalls, hiking trails, and other natural features unique to southern Oregon. This is a beautiful and scenic place to work. Crater Lake is a very remote location, so it is best suited to people who enjoy nature and not the big city lifestyle. This is definitely a nature-lover's dream job! There are NO cities close by.  
<https://www.nps.gov/crla/index.htm>

**Host Website:** <https://www.travelcraterlake.com>

**Site of Activity:** Aramark Crater Lake

**Parent Account Name:** Aramark Leisure

**Host Address:** 565 Rim Drive Crater Lake , Oregon , 97604

**Nearest Major City:** Medford , Oregon , Over 50 miles away

### PLACEMENT INFORMATION

#### Job Description:

You will be placed in one of the following positions upon your arrival: Retail Associate, Dining Room Attendant, Boat Tours Associate:

As a RETAIL ASSOCIATE, you will be responsible for:

- Greet all guests as they enter the store in a timely manner, always delivering exemplary customer service
- Knowledgeable on all merchandise able to assist guests with their purchase decisions by informing them of product benefits
- Walk the floor during busy times answering guest questions and helping guests find sizes and other items
- Up-sell and cross-sell as much as possible
- Keep an inventory of stock - noting any out of stock items or possible shortages
- Assist with checking in orders received, check in by item on invoice, verify product count and input in receiving log
- Restock any merchandise that needs to be restocked
- May be required to prepare merchandise displays in accordance with Aramark display standards
- Diplomatically handle guest complaints, always polite and maintaining a professional manner
- Use cash register to complete sales and transactions for all guest
- Must ring up all items being sold and not give away free items

- Must be able to count and give proper change for all transactions using cash.
- Check ID for any transaction that has an age requirement

The DINING ROOM ATTENDANT is responsible for:

- Greeting guest and taking them to their tables for their meal. Provide silverware and menus as needed
- Monitor tables rotation. make sure all staff get proper number of tables
- Keep track of which tables are cleaned and available for guest
- Answer the phone and take reservations
- Assist server with bussing tables, including removing all dishes from tables and properly resetting for the next guest
- Be friendly and helpful for all guest and work as a team player to provide the best guest service

As a BOAT TOURS ATTENDANT you will:

- Sell boat tour tickets to guest.
- Follow Cash Handling procedures
- Must be able to count and give proper change for all transactions using cash.
- Check ID for any transaction that has an age requirement
- Assist with checking in guest for their tour and assist guest onto the boats
- Comfortable working near water and on boats
- Assist captains with cleaning boats between tours, removing trash, and keeping water and supplies stocked
- Will be working out doors, under direct sunlight and will be having to hike up and down a hill to work each day.

**Typical Schedule:**

This position will work 5 days a week and typically 2 days off. Shifts could be early morning starting at 5am or late into the night ending at 11pm.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$11.5

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$460

**Bonus:** Yes

Employees on an international visa who work the dates outlined in their offer letter, check out of housing properly with no damages to housing and unit cleaned will qualify for a \$200 incentive.

\* All figures above are pre-tax

**Estimated average number of hours per week:** 40

**Estimated minimum number of hours per week:** 35

**Estimated maximum number of hours per week:** 50

**Potential fluctuation in hours per week:**

If students want additional hours they may be available in other departments. May only drop below 40 hours a week if business is slow or weather impacts the park.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

There are no meal plans available, but meals are offered in the Dining Room at discounted rates. Associates will also get discounts at all retail, F&B, and activities on property. Discounts vary.

## JOB REQUIREMENTS

**English Level required:**

**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Frequently pushing, pulling, lifting to a table or counter, moving items between shelves.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

- Must be able to bend and lift. - Must be able to move at a fast pace safely - Must be able to climb up and down stairs - Have an attention to detail, work hard and work as a team. - Expect to work long hours - Must be able to read and understand English - Practice proper and frequent hand washing. - Must be able to do basic math and work with American currency in any cash handling position - Comfortable working around water - Previous experience is helpful in similar position, those who have previous experience with cash will have preference for cash handling positions.

**Job Training required:** Yes

Length of job training:

1 Week

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Employee must attend the Aramark Food Handler's certification and TIPS Alcohol Service certification, and Aramark Cash Handling Course.

**Need to wear uniform:** Yes

Uniform Policy:

- All employees are issued nametags and must wear them while at work - We provide uniform shirts - Associates must bring their own black pants. No denim, skirts, shorts, or leggings. - Proper, safe, footwear is critical. Associate must have black slip resistant footwear. Associate can purchase these upon arrival to property through the Shoes for Crews program - No sweat pants, spandex, leggings or skirts allowed

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

Hairstyles must be neat, clean and well-groomed at all times. Hairstyles of both males and female employees must not be extreme in color or style. This position requires your hair to be pulled back and secure to meet Food Handling standards. This may include wearing a hat or hair net. Facial hair must be fully established prior to starting work. Beards longer than 1/2 inch will not be allowed. Jewelry is not allowed while working near food areas. You may be asked to cover tattoos.

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

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

**Additional Details about Cultural Offerings:**

We offer a variety of social, cultural and fun activities. They are focused around PARK EXPERIENCES and NATURE ACTIVITIES! We rotate the schedule so all employees get a chance to participate. We also take suggestions from students of any specific activities they would like to experience.

## 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:**

There are 3 dormitory style buildings with 2-4 occupants per room. You will be assigned a room based on your work location and which building is closest. All buildings have shared bathrooms. Some bathrooms are shared with the other residents on the floor. Please be prepared to share bedrooms and bathrooms with your fellow employees and residents. We do not offer coed-housing. Each room will have a bed frame and mattress and wardrobe for your clothing to be stored. We do not provide locks for your closets, if you want to lock up your belongings, please bring a lock. We have common areas in housing which have TVs, microwaves, washers/dryers, air conditioning, gyms, recreation centers, and more. These are all free to all associates and are shared with each other. We do not allow any alcohol to be consumed in common areas. Housing main address is 1 Mazama Dormitory Drive, Crater Lake, OR 97604. Housing is \$8.50 per day and this is taken out of employee's paychecks. No housing deposit is required to move in.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Internet and WIFI are available but EXTREMELY limited. Wifi goes in and out throughout the day and during the evenings when most employees are home it can be slow or stop working.

Phone Service: Yes

Description:

You will have access to a landline phone to call CIEE, your manager or in case of an emergency. We do not get cell service so you will need to use the provided phone lines.

Kitchen facilities: Yes

Description:

There are limited shared kitchen facilities for employees to use for cooking. You are required to clean up after yourself as all associates share this space.

Laundry facilities: Yes

Description:

Laundry facilities are available in each building. These are free to use. You must provide your own soap, detergent, and any additional supplies.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

There are 3 dormitory style buildings with 2-4 occupants per room. You will be assigned a room based on your work location and which building is closest. We do not offer coed-housing. Housing is assigned by males and females. You can request to live with a friend, but it is not guaranteed. Each room will have a bed frame and mattress and wardrobe for your clothing to be stored. We do not provide locks for your closets, if you want to lock up your belongings, please bring a lock.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$59.5

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: You can walk to and from your worksite, this walk is out doors and through the woods. Please bring a flashlight.

Employer-Provided Transportation

Estimated commute time: 30 to 45 minutes

Employer-Provided Transportation is free of charge

Description: We offer a shuttle around property employees can take to and from work. It is the employees responsibility to read the shuttle schedule to make sure they do not miss the shuttle service.

## ARRIVAL INFORMATION

### **Arrival Instructions:**

All students are required to arrive on either Sunday or Wednesday before Noon. Orientation classes are on Monday or Thursday. All students must book travel to Medford, OR. You can fly into the airport there or take a greyhound bus. Once you book your itinerary you MUST email it to us at [craterlakehr@aramark.com](mailto:craterlakehr@aramark.com). Crater Lake will arrange a shuttle pick up from Medford, OR to Crater Lake National Park to help students get to the park. This shuttle only picks up before noon. If you arrive after noon, you will need to stay in a hotel, at your expense, in Medford, OR to be picked up the next day. We will do our best to stop by a store before driving up to Crater Lake so you can pick up any essential items you missed. We do not provide transportation on major holidays. Upon arrival to Crater Lake, you will be checking into housing and give your schedule for orientation and training.

### **Suggested Arrival Airport:**

Rogue Valley International - Medford Airport, MFR, Over 50 miles

**Estimated cost of transportation to worksite from suggested airports:** \$0 to \$25

### **If arriving after regular hours:**

### **Suggested After-Hours Accommodation:**

Rogue Regency Inn  
2300 Biddle Rd.  
Medford , Oregon 97504  
<https://rogueregency.com>  
541-770-1234  
\$75 to \$100

## TRAINING AND ONBOARDING

### **Pre-Arrival Onboarding:** Yes

All participants need to complete 3 steps online prior to arrival. If these are not completed, the participant will not be allowed to work when they arrive.

1. Online application on our website. You will receive an email with the link after you are hired.
2. Pre-employment paperwork. This is done online and an email with the link and instructions will be emailed to you after your application is complete.
3. New Hire Paperwork. This is done online, and you will receive an email after step 2 is complete with instructions and the link to complete these forms.

ALL steps MUST be complete prior to arrival.

### **Social Security Number:**

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

If you would like to apply prior to your airport pick up, you will want to stay in Medford, OR for the night to give your self time to complete this step. If you do not, we will schedule trips back to Medford to apply for your social security number. This information will be provided to you upon your arrival to Crater Lake.

Nearest SSA Office: Medford , Oregon , Over 50 miles

**Other:**

Wage Payment Schedule:

Associates are paid bi-weekly on Thursdays. You can choose to receive a paper check, sign up for a bank account, or register for a payroll card issues by the company. We recommend using the Wisley paycard available through Aramark.

Meal Plan: Optional

Estimated Cost Per Day: \$15

Meal Plan Description:

We have an employee dining room available. If you choose to eat there you can pay with cash, or purchase a meal card from housing. You pay for each meal you eat.

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hairstyles must be neat, clean, and well-groomed at all times. Hairstyles of both male and female employees must not be extreme in color or style. Certain positions require hair restraints. Facial hair must be kept short and neat in appearance. No visible body piercings are allowed, including lip, nose, or tongue rings. You may be asked to cover tattoos while at work. All employees are expected to maintain high standards of personal hygiene including regular bathing, mouth care, and cleanliness.

Second Job Availability: No, unlikely

Applicable Company Policies:

Offer is conditional upon post-offer pre-employment screening process which may include drug screening.

Crater Lake employees may be subject to pre-employment, reasonable suspicion, post-accident, and/or random drug and alcohol testing at any time.

There is no opportunity for 2nd jobs due to the location of your job. We're a national park - we're remote, but exceptionally beautiful with lots of hiking and outdoor activities!

If you love nature, you'll love this location!

There is limited medical support in the immediate area.

Transportation into town is limited.

You will be working at a high altitude. You MUST be prepared to let your body adjust to the climate and altitude.

Your housing address is NOT where your mail is delivered. You will need to setup a mailbox at the Crater Lake Visitor Center if you wish to receive mail.

You will be required to sign a Housing Agreement which contains the Dorm and Community Living rules. All residents are required to sign this.

There is currently no cell phone service within the park. Most students connect with family via Facebook calling, WhatsApp, or other Wi-Fi capable applications. We offer a seasonal completion bonus for anyone who completes their full season with Crater Lake Hospitality.

## COMMUNITY AMENITIES

**Walking Distance from Worksite:**

Post Office

**Walking Distance from Housing:**

Post Office, Fitness Center

**In Town, Requires Transportation:**

Food Market, Shopping Mall, Bank, Restaurants, Internet Cafe

**Unavailable:**

Public Library