



Delaware North at Yellowstone General Stores - Hospitality Worker

HOST INFORMATION

Company Description:

Delaware North at Yellowstone operates as Yellowstone General Stores under a concessions contract with the National Park Service. The 12 general stores, located throughout Yellowstone National Park, offer a variety of products and services including gifts, apparel, jewelry, grocery, outdoor recreation and food service. Yellowstone General Stores brings together enthusiastic people from all over the world to work in our attractive stores, and provide exceptional guest service and unforgettable memories to 3 million park visitors each year. Retirees and college students together will enjoy first-hand the amazing wonders of living in Yellowstone while they make new friends and greet park visitors from around the globe.

YNP spans approximately 2.2 million acres, offer more than 300 thermal features and astounds with 200 waterfalls. We hope that you will bring your hiking boots because there is much to explore. Old Faithful erupts about every 90 minutes with steam rising up to 185 feet. Really big bison seem to be everywhere, prism-colored thermal features and bubbling mud pots are mesmerizing, mountain streams are fresh a clear and the fragrant evergreens are at every turn. It is a huge outdoor playground, waiting for you to conquer. Get out there and hike, bike, fly fish, kayak, and more!

For more information regarding Yellowstone National Park and activities within the park boundaries, please visit the National Park Service website at: <http://www.nps.gov/yell>.

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

Site of Activity: Delaware North at Yellowstone General Stores

Parent Account Name: Delaware North Companies Inc

Host Address: 2 Old Faithful Loop Road Yellowstone National Park , Wyoming , 82190

Nearest Major City: Bozeman , Montana , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Must be willing to do ANY of the following; Sales Associate, Food Service Associate (cashiering, dishwashing, food prep, ice cream scooping, bussing tables, fountain support, other duties) Food Server, Kitchen Assistant (prep cook, dishwasher, food set-up; this position works in Employee Dining Room), Second Cook, Grill Cook, Custodian (disposing of trash, keeping facilities clean including public restrooms) etc. Will be working at a location INSIDE Yellowstone National Park.

Typical Schedule:

All positions work a split shift (3-4 hours; 2-3 hours off; 3-4 hours) for a total of 7.5-8 hours per day.

Drug Test required: No

COMPENSATION

Hourly Wage: \$10.6

Eligible for Tips: No

Estimated weekly wages including tips: \$340

Bonus: Yes

Associates who work agreement from start date to end date will receive a \$3.00/day bonus for all days. If an associate departs prior to the end date, the Completion Bonus is forfeit.

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Our business depends on customers. If business slows, hours will be reduced to accommodate the reduction in customers. Equally, we will increase hours to accommodate the increase in business.

Average number of hours per week reached by last year's seasonal employees: 35

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

All associates are provided 30% discount on all merchandise in our stores except certain items.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

3-5 days depending on position

Hours per week during training period: 32

Different wage during training period: Yes

Training wage description:

Associates are paid regular position pay during training and is part of the work.

Start on specific day of the week: No

Training requirements:

Associates will be required to complete ServSafe Alcohol, food sanitation & safety, and a few other required training programs specific to the position.

Need to wear uniform: Yes

Uniform Policy:

Associates will be provided with shirts for their uniform and aprons. Associates should bring blue jeans with no tears, rips, unhemmed pant bottoms, no bleached jeans. Closed shoes (tennis shoes or running shoes recommended) and comfortable.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Associates must wear proper uniform, shirts (provided), blue jeans, socks and closed shoes (tennis shoes, running shoes) of a neutral color (black, tan).

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Company Parties, Karaoke Nights or Talent Shows, Movie or Game Nights, Shopping Trips, Sporting Events, Trips to Major City, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

We offer park wide activities through YCERP our recreation program for all Yellowstone summer workers. More information can be found on www.ycerp.org. In addition, Delaware North offers weekly van trips to neighboring towns plus trips within the Park to see another area in Yellowstone.

Local Cultural Offering:

Delaware North has Associate Fun Days that correspond with various "summer" holidays and welcome international students to share their culture with us through food in our EDR's.

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:

We strive to provide a clean, safe and comfortable living environment. Dorm rooms have at least two people assigned to the room. Some dorms have restrooms/showers down the hall and other dorms have rooms that share a bathroom between two rooms. All rooms are furnished with a bed, dresser, closet and nightstand. Bed linens are provided to all associates if needed (sheets, pillow, blanket, pillowcase). We do not provide towels, shampoo, conditioner, soap, etc. Cooking in the rooms is strictly prohibited and cook pots, electric elements, or hot water pots are not permitted at any time. We recommend purchasing ready-made snacks for your late night needs but again, there is no cooking of any kind (even heating water for meals) is prohibited. Associates will be provided with a room key to assure safety of personal items. There is a fee should an associate lose a dorm room key.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WiFi is available in dorms for associates.

Phone Service: No

Description:

Cell service is intermittent throughout the park and there is no cell service at some locations.

Kitchen facilities: No

Description:

All dorm associates will eat in the Employee Dining Room. There is NO cooking (even heating water) permitted in the dorms.

Laundry facilities: Yes

Description:

All locations have free washer/dryer. Associates are responsible to provide their own laundry detergent.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Most dorms do have separate areas designated as male/female however there are times where couples may be housed near a female section of the dorm. We have designated male/female bathrooms for privacy. For locations with shared bathroom with two rooms, we will not allow co-ed sharing. Associates may request to live with friends/partner - but please know we may not be able to accommodate this request for those arriving in July.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$63.5

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: All dorms are within walking distance to the store or contained within the store on the second floor.

ARRIVAL INFORMATION

Arrival Instructions:

If you are offered a position with the General Stores, you will have a Start Date and End Date on your work agreement. Our start dates are Monday & Wednesday with our end date being Sunday only. The Start Date is the first day you will have Orientation/Training in West Yellowstone, MT. The start date is also your pickup day (be in Bozeman the day before). And we being pickups as early as 7:30am. After we do pick you up, we'll take you to the Social Security Office to apply for your Social Security Card so please be sure you have all your documents ready in the morning (do not pack them). After the Social Security Office, we'll stop quickly for a quick lunch at Subway and continue to West Yellowstone. Please do not buy a bicycle or other big purchase as there will not be room to transport it. There will be van trips later in the month for you to purchase bigger items.

We will pickup:

- Bozeman Airport (you must arrive before 7:00am)
- Super 8 Belgrade (406) 924-9400 6450 Jackrabbit Ln, Belgrade, MT 59714 - they provide airport shuttle service
- Treasure State Hostel (406) 624-6244 27 E Main St, Bozeman, MT 59715 - they provide airport shuttle service
- Greyhound Bus/Walmart Parking Lot
- Holiday Inn Bozeman (406) 587-4561 5 Baxter Ln, Bozeman, MT 59715 - they provide airport shuttle service
- Holiday Inn Express Bozeman (406) 582-4995 2305 Catron St, Bozeman, MT 59718 - they provide airport shuttle service

You are welcomed to find other accommodations but please understand we will only pickup at the above locations on the start date/pickup date. You will have to walk to one of these hotels/hostel/airport to meet the van to West Yellowstone.

Once you arrive in West Yellowstone, where we complete all of your remaining paperwork, participate in orientation and also learn about our GuestPath & GreenPath programs, we will transport you to your assigned Store in Yellowstone National Park.

Just to be clear, the End Date is the last day you will work – yup! – it is a work day. So please, do not schedule your travel home on this day or the next. Since all end dates will be on Sunday, we will transport you to Bozeman on Monday and you can schedule your flights out on Tuesday.

Suggested Arrival Airport:

Bozeman International Airport, BZN, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Super 8 Belgrade
6450 Jackrabbit Ln

Belgrade, Montana 59714

[https://www.wyndhamhotels.com/super-8/belgrade-montana/super-8-belgrade-bozeman-airport/overview?](https://www.wyndhamhotels.com/super-8/belgrade-montana/super-8-belgrade-bozeman-airport/overview?iata=00093763&cid=PS%3ASE%3A20160201%3ABING%3ATM%3ASEUS%3AExact_Belgrade_03219&tel=8005360719&gclid=CLGc78z_m-UCFQLRDQodFdEK9A&gclid=ds)

[iata=00093763&cid=PS%3ASE%3A20160201%3ABING%3ATM%3ASEUS%3AExact_Belgrade_03219&tel=8005360719&gclid=CLGc78z_m-UCFQLRDQodFdEK9A&gclid=ds](https://www.wyndhamhotels.com/super-8/belgrade-montana/super-8-belgrade-bozeman-airport/overview?iata=00093763&cid=PS%3ASE%3A20160201%3ABING%3ATM%3ASEUS%3AExact_Belgrade_03219&tel=8005360719&gclid=CLGc78z_m-UCFQLRDQodFdEK9A&gclid=ds)

(406) 924-9400

\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

All associates will receive an email requesting they complete a Hiring Packet prior to arrival. Please check SPAM email as the email may end up there. All documents can be completed online prior to arrival. Please do not change the HOME address, you will have an opportunity to change the address upon arrival. You are welcomed to change the MAILING ADDRESS only.

Social Security Number:

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

Details about how to apply for Social Security Number:

Upon pickup on the start date, we will transport all students to the Social Security Office to apply for a Social Security Number.

Nearest SSA Office: Bozeman , Montana , Over 50 miles

Other:

Wage Payment Schedule:

Associates will be paid weekly. We can provide a physical check which can be cashed on site, we provide a pay card for use (do not change addresses on hiring paperwork) and we provide direct deposit.

Meal Plan: Mandatory

Estimated Cost Per Day: \$9.07

Meal Plan Description:

Meals are served in Employee Dining Rooms three times per day with set hours. Associates can also have snacks and free drinks as well. Food cannot be taken out of the EDR.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hair must be well kept and any facial piercings must be removed during work hours. Offensive tattoos will be required to be covered. HR will determine if a tattoo is offensive. While we understand associates from other countries may not hold the same hygiene regiment as Americans, we do strongly request our international students follow a daily regiment of hygiene to include regular showering, using deodorant, wash clothes, etc.

Second Job Availability: No, unlikely

Applicable Company Policies:

We do work split shifts giving associates an opportunity to have some time in the middle of the day to hike, explore or just relax with friends. We do provide associates with two consecutive days off. Overtime is normally not permitted, however, should there be a need, we will fairly schedule overtime as needed.

We do not allow cell phones while working - we request associates leave their cell phones in their room while working. There is no smoking in any facility and smoking is permitted in designated areas only.

Associates who are of drinking age of 21 are permitted to drink alcohol in their room only if the roommate is also 21 or above. Underage drinking (for those 20 and under) is strictly prohibited and associates will be disciplined for drinking as a minor or providing alcohol to a minor.

COMMUNITY AMENITIES

Walking Distance from Housing:

Post Office, Restaurants, Fitness Center

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank

Unavailable:

Internet Cafe, Public Library