

Xanterra Yellowstone National Park

Hospitality Crew
Yellowstone National Park, WY



Company Biography

Come spend your summer in America's first and best National Park! Students should have an interest in nature, hiking, camping and enjoying the outdoors. Yellowstone National Park features over 1,100 miles of hiking trails, mountains, rivers and streams, wildlife, and geological features including geysers, hot springs, and more. The jobs are similar to many other places in the U.S., but this is a very special place located in the middle of the wilderness. Xanterra Parks & Resorts is the nation's largest park-management company with operations in seven national parks, and many other resorts. Xanterra's mission is to be the leader in park and resort hospitality. This includes creating unforgettable memories for our guests and employees who come from around the world to see our legendary landmarks. All students will live and work in one of the villages within Yellowstone National Park with other J-1 Work and Travel students and employees from the United States. All villages have their own Employee Dining Rooms and recreational areas. Yellowstone National Park plans many employee activities, sports leagues and more throughout the summer. It is a great location to meet other employees and park guests from all over the world.

Work and Pay Details

Position title: Hospitality Crew

Hourly wage: \$8.95

Tips? No

Work and Pay Details

Description of position:

As a part of the Hospitality Crew, you will either be placed into a KITCHEN JOB, or a HOUSEKEEPING JOB. Your job will be determined upon your arrival to Yellowstone, depending on where we need people the day you arrive.

Working in the KITCHEN jobs could include DISHWASHING, CAFETERIA SERVER (also DELI, FAST FOOD or EMPLOYEE DINING ROOM SERVERS), FOOD RUNNER, CASHIERING, or PANTRY WORKER.

DISHWASHERS will wash trays, pots and pans used in cooking and serving, unload the dishes from the busses, scrape food in the trash, and load them into dish trays to be washed in a machine with scalding hot water. Sometimes you will wash things by hand if they don't fit in the machine. You will also help take out the garbage, mop and sweep the kitchen, and keep the entire kitchen clean - a team effort! You will clean coolers, kitchen tables, refrigerators and prep-stations. Dishwashers are almost always the last person to leave at night.

CAFETERIA, DELI, FAST FOOD or EMPLOYEE DINING ROOM (EDR) SERVER: You may work as a SERVER in one of our various quick dining restaurants. Serving guests, you will take and deliver food and beverage orders. You will also be expected to clear, clean and reset dining area tables, clean and restock service items, or clean dining area floors. Some restaurants also have Ice Cream, where you will scoop hard ice cream for cones or sundaes. This can put strain on your wrists and fingers. In the Employee Dining Room (EDR), your customers are other employees. You may also make some of the food you are serving (sandwiches or eggs on the grill, frying French fries and such).

FOOD RUNNER - All dining areas also include FOOD RUNNERS - who bring fresh food (hot or cold) to the Cafeteria serving areas or to Buffet tables in Dining Rooms. This can be large pan of food or individual plates and bowls on a tray (sandwiches, salads, desserts).

CASHIER : As a CASHIER you'll use a cash register to ring up orders, take people's money and give them their change and a receipt. You might also have to wrap or bag their purchase. At the end of a shift, you'll have to count the money in your cash register and compare it with the sales data in the computer. Be careful with your money - although you probably won't get in trouble for occasionally being a few cents short, you could get fired if it happens too often.

PANTRY WORKER: You could end up working in the PANTRY, where you will do a lot of the preparation for the dishes that are served. This includes chopping vegetables, making salads, weighing and mixing ingredients, washing and preparing food, storing food, and more. PANTRY WORKERS report to the head chef or cook and may work earlier than most other cooks.

All positions may be required to help with BUSSING, where you help with cleaning tables, taking dirty plates, utensils and drink ware to the kitchen to be washed, and reset tables for the next service. You will be pushing and pulling a heavy cart while collecting dirty dishes.

If you are going to work as a HOUSEKEEPER, this is a busy and hardworking job! You will clean and maintain guest rooms and/or public hallway areas. Guest rooms may include: bedrooms, toilet/shower area, living area, and deck/porch. Job duties may include:

- Removing and collecting linens for laundering and transporting them to designated areas.
- Cleaning rugs, carpets, and upholstered furniture using vacuum cleaner.
- Dusting furniture, rooms and equipment.
- Emptying wastebaskets and cleaning them inside and out. Sorting trash and recyclables.
- Cleaning tiled floors with the use of brooms and mops.
- Using chemical-based products to clean tubs, sinks, countertops, mirrors, toilets, door panels and shower curtains.
- Replenishing trash bags, soaps, bathroom items, and other supplies.
- Transporting all trash and waste to disposal areas, as instructed.

Work and Pay Details

Specific qualifications required: ++ Politeness and good Customer Service are expected in all positions. ++	
To work in a KITCHEN JOB: Upper body strength is VERY important. There is a lot of heavy lifting and moving involved. You need to be able to speak, write and read comfortably in English. Excellent communication and hospitality skills (English IS required)! You need to be able to lift/pull/carry up to 40 pounds and push up to 100 pounds. You need to be able to comfortably and clearly take orders in the English language. You must be able to work quickly, in a group and independently, and stand for long periods of time. To work in HOUSEKEEPING: Employees can't have allergies to cleaning chemicals or dirt/dust. Face masks will be provided, if needed. Must be able to lift up to 40 pounds and push/pull a heavy housekeeping cart. Must have the ability to read, write, and understand instructions given in the English language. Must have the ability to understand and respond to verbal instructions given in the English language.	
Estimated weekly wage (incl. tips):	\$255.00
Bonus:	\$3.00
Conditions of bonus:	Students must work until the end of their signed agreement to be eligible for the bonus. Any student who meets this requirement will receive a bonus in the amount of \$3.00 per day for the duration of their job contract (\$3 multiplied by the number of days between the Work Start Date and Work End Date).
Average hours for last year's students?	35 Hours
Maximum weekly hours allowed:	Not specified
Minimum average number of hours?	30 Hours
Possibility of getting more than average hours:	Average
Students get the most hours in:	April/May and late August/September, historically.
Students get the least hours in:	June/July/early August
How often are students paid?	Every Two Weeks
Do you pay overtime?	Yes
If yes, after how many hours per week do you pay overtime?	48 Hours
Does your company only operate weekends before or after specific dates?	No
If yes, what are the dates?	You must be available to work nights, weekends and holidays.
Position location:	You will be placed at one of these villages inside the park: Mammoth, Canyon, Lake, Grant or Old Faithful

Other Job Details

Minimum english level:	(4) Intermediate
Description of working conditions:	Kitchen workers may be required to stand or walk for long periods of time. Kitchen positions vary from dishwashing, pot washing (handling cleaning agents, may be subject to steamy conditions), Cafeteria worker, serving food in employee dining room, buffet runner, pantry worker, fast food worker. You may be required to have sanitation training, and/or knife training. You need to be able to lift/pull/carry up to 40 pounds(trays and pans of food) and push up to 100 pounds. Room Attendant (Housekeeping) is a more physical position - standing, walking, bending, lifting, pushing and pulling motions. Cleaning chemicals are involved, gloves are provided. Position maybe working inside hotels or outside using a cleaning cart from cabin to cabin.
Will job duties be different at the beginning of the season?	No
If yes, provide details of specific job duties:	

Uniform and Grooming Requirements

Are students required to wear a uniform?	Yes	If yes, what is the cost of the uniform?	\$0.00
Are uniform laundry services available?	No	If yes, what is the cost of the laundry service?	\$0.00
Do students need to purchase specific clothing or footwear?	Yes		
Details of purchasing required clothing or footwear:	Students must provide comfortable, black shoes that cover your entire foot. The bottoms should be no-slip/slide soles. They are a requirement. Xanterra provides free uniforms for each position. They must be kept clean and presentable.		
Do you have company grooming requirements?	Yes		

Uniform and Grooming Requirements

Details of company grooming requirements?

THROUGHOUT THE PARK:

You are representing our business; we need you to look professional. Students must be neatly groomed, clean, neat and professional in appearance. Must have normal colored hair (no pink, blue, green...). Must bath regularly and wear deodorant. No overbearing perfumes or colognes. Clean hygiene is a must. Long hair for men is acceptable if restrained. Visible piercing and tattoo policies vary per lodge.

THROUGHOUT THE PARK (EXCEPT FOR LAKE HOTEL)

- Jewelry should be professional in style and size and not excessive (as an example, multiple rings, bracelets, earrings, necklaces). Tasteful body piercings, such as a single small nose stud, are permitted at the discretion and approval of the department. Spacers, gauges and/or expanders of more than ½" are not permitted in some positions. Additional visible body piercings, including tongue studs, are not allowed.
- Tattoos, when possible, should not be visible. However if tattoos cannot be concealed, the placement and content of the tattoo and the employee's position will be considered in determining approval. Employees may be asked to cover tattoos while on duty and must comply when asked.

LAKE HOTEL ONLY

- Jewelry/Earrings must be conservative, in good taste, appropriate to working attire, and not conflict with any job-related safety standard. You may wear post earrings or hoop earrings no longer than one inch. Please wear only two earrings per ear while at work (no larger than 1" in diameter). Ear gauges with a maximum diameter of 1/2" may be worn.
- Other visible body piercings are not permitted. You must remove any nose rings, tongue studs or other facial jewelry while on duty. Clear "plugs", cover up patches, and bandages are also not allowed while on duty.
- Front of the house employees (non-culinary) may not have visible tattoos. An employee may cover their tattoo with clothing while on duty.

Other Company Details

Company hires couples?	Yes	Company hires groups of up to 4?	Yes
Drug test required?	Yes	Do students complete an additional application upon arrival?	Yes
Does your company issue completion certificates?	No	If requested, will you evaluate the student's performance?	Yes

Any additional company details?

Wireless internet (it is slow - no downloading movies or gaming) is included in the housing fee, as well as kiosk internet - which is available in most dorms and has a limited amount of time for use. There is no television. Because of Yellowstone's location in the U.S., there can be some challenges. There are no big cities nearby, so second jobs are not possible. There is very limited transportation around the park and to outlying cities. There are no public shuttles or busses. Be ready to enjoy your immediate surroundings! There is a mandatory deduction for the park medical clinics. The cost is about \$1 per day. All seasonal employees must pay this, even if they have insurance. It allows for reduced rates at all park clinics. Yellowstone is a special place to be. You will meet friends of a lifetime and see some incredible wonders of nature.++ There may be a slight increase in Food costs in 2017 ++

Training Information

Is job training required?	Yes	Length of training:	2 - 3 days
Are students paid during training?	Yes	Hourly pay rate during training:	\$8.95
How many hours per week are students likely to receive during training period?	32		

Any other details?

Use of cell phones and ipods during work hours are limited. Speak with your manager for details.

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

Open 7 days a week, all season. 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.

The schedule might change weekly and you must be prepared to work accordingly.

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 at least 1 hour in advance of work. Failure to do so will result in a warning.

A full list of expectations and policies will be provided once offered a position.

Worksite Location

Worksite location: You will be placed at one of these villages inside the park: Mammoth, Canyon, Lake, Grant or Old Faithful

Worksite Location	
Nearest major city:	Bozeman, Montana; Salt Lake City, Utah
Nearest major airport:	Bozeman, Montana; Salt Lake City, Utah
Additional worksite setting details:	This is a national park. Forests, animals, beautiful mountain scenery, pristine rivers and streams are your surroundings - no cities are near by. You live without smog, rush hour, major crime or traffic lights. Your yard is 8992 square kilometers!

Standard Arrival Information	
Are students required to arrive or depart on specific dates?	Yes
Details of required arrival or departure dates:	
Start/Arrival days are Tuesdays and Thursdays only. There are two pick up locations in Bozeman, Montana - 7:15am at the Bozeman/Belgrade Bus Station and 7:30am at the Bozeman Holiday Inn hotel.	
Students cannot be employed or housed before the start date on your DS-2019 form.	
When planning your DEPARTURE, your flight arrangements MUST BE 2 days AFTER your contract end date! You leave Yellowstone the day after your end date - and will not arrive in Bozeman until that night.	
Mode of transportation:	Employer will arrange pick-up
Students must arrive between these hours:	see below
Cost:	Free
Other details:	
Employer will provide a free bus for the 120km ride from Bozeman, Montana to Yellowstone on Tuesdays and Thursdays only. There are two pick-up locations - 7:15am at the Bozeman/Belgrade Bus Station and 7:30am at the Bozeman Holiday Inn hotel. There is no public transportation from Bozeman to Yellowstone.	

After Hours Arrival Information	
General information:	Make your hotel arrangements at least 4 weeks in advance and keep your confirmation number. There is a list of hotels offering discounted rates (\$65-\$80) on our website at www.yellowstonejobs.com or email the Int'l Coordinator at international@xanterra.co
Name of accommodation:	Recommended - Holiday Inn - Bozeman
Accommodation address:	5 East Baxter Lane, Bozeman, MT 59715
Cost per night:	\$75.00
Best way to travel from airport to overnight accommodation:	Make arrangements with a hotel that offers free shuttle service. Call them for a pick-up once you arrive at the Bozeman airport. There are free phones at the airport. Taxi fees average \$35.00 from airport to hotels.

Social Security	
Are students required to apply for a social security card prior to arriving at worksite?	Yes
Will the company assist students with their social security application?	Yes
Assistance detail:	Students must apply in Bozeman before arriving at Yellowstone. We will assist them on their start date if they have not already applied. Please apply in Bozeman, Montana ONLY!
Where is the nearest social security office?	Bozeman, Montana
Distance:	90 Miles from Yellowstone
How will students be paid until their social security card arrives?	We issue a temporary number until the real SSN arrives. Students are paid on scheduled paydays.

Housing Details	
Is housing provided?	Yes
If not, will you assist students in finding housing?	N/A
Are there affordable housing options in the area?	N/A
Housing options in the area:	N/A
Local housing resources:	N/A
Housing address:	P.O. Box 165, Yellowstone National Park, WY 82190
Is the student required to sign a separate housing contract?	No
Type of housing provided:	Dormitory
Number of students to a room:	2-3

Housing Details

Housing details:	Dorms house 2 to 3 employees per room - they may have community bathrooms or private bathrooms. Manager on site.		
	Quiet hours in all employee housing are from 10:00pm thru 7:00am.		
	Please expect to share a room with other Yellowstone employees.		
Do you offer co-ed housing?	Yes		
Cost of housing - per week:	22.88 (approximately)	Includes utilities?	Yes
Are housing costs deducted from paycheck?	Yes		
Is a housing deposit required?	No	Amount of housing deposit:	\$0.00
Instructions for payment of housing deposit:	Housing & meal costs are based on hours worked, not per day. At 56+ hours you will pay the full amount for a 2 week pay period - \$215.72. Less than 56 hours, you are pro-rated on housing & food costs. Charts & rates at www.yellowstonejobs.com		
Housing deposit due date:		Is deposit refundable?	No
Conditions of deposit refund:			
How will deposit be refunded?			
Are students required to live in provided housing upon arrival?	Yes		
During their work stay, can students find alternate housing?	No		
If yes, is there a penalty?	No		

Transportation to/from Worksite

Method of transportation to worksite:	Dormitory is within walking distance of work site.		
Distance to worksite:	5 - 10 minutes	Is worksite within walking distance of housing?	Yes
Cost of public transportation to worksite:	Not specified		
Details of public transportation to worksite:			
Cost of transportation to worksite provided by employer:	Not specified		
Details of transportation to worksite arranged by employer:			
Cost of arranging own transportation to worksite:	Not specified		
Details of arranging own transportation to worksite:			

Housing Amenities

Available public transportation:	None Specified		
Access to public transportation?	Requires additional transportation		
On Site Housing Amenities			
Laundry:	Yes	Linens:	Yes
Refrigerator:	No	Microwave:	No
TV:	No	Telephone:	Yes
Computer/Internet Access:	Yes	Utensils:	No
Individual Beds:	Yes	Private bath:	No
		Air conditioning:	No
		Security guard:	Yes
		Gym:	Yes
Nearby Amenities			
Supermarket:	Walking Distance	Restaurants:	Walking Distance
Shopping mall:	Requires Transportation	Fitness center:	Walking Distance
Post office:	Walking Distance	Laundry:	Walking Distance
Bank:	Requires Transportation	Internet cafe:	Requires Transportation
Movie theater:	Requires Transportation	Library:	Requires Transportation
Additional amenities:	There is a manager on site at each dormitory and security officers available 24 hours. Amenities include: wireless and/or kiosk internet in most dorms (it is slow - no downloading movies or gaming), laundry facilities, uniforms, utilities, blankets, pillows and sheets. Please bring your own towel. The Meal Plan is not included in the cost of housing. It is approximately \$11.50 per day. Your housing & meal costs are combined, and are based on hours worked, not per day. At 56+ hours you will pay the full amount for a 2 week pay period -about \$215.72. Less than 56 hours, you are prorated on housing & food costs. Charts & rates at www.yellowstonejobs.com		

Meal Information

Are meals included in rent cost?	No		
If not, meal plan cost per day:	\$11.50	Meals covered:	Full Meal Plan
Is the purchase of a meal plan mandatory?	Yes		

Cultural Opportunities

Types of cultural opportunities provided			
Organized Holiday Event(s):	No	Organized Trip(s) to Major Attraction(s):	No
Organized Potluck(s) or Dinner(s):	Yes	Organized Trip(s) to Major City:	No
Organized Karaoke Night(s):	No	Information about Events:	Yes
Organized Movie Night(s):	Yes	Information about Local Resources:	No
Organized Sporting Event(s):	Yes	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	Yes	Information about Local Community:	No
Organized Trip(s) to Nearby Attraction(s):	Yes	Other:	No

If Other, please describe: N/A

Additional details about cultural offerings: Each village in Yellowstone National Park has it's own set of activities available. Some locations have indoor recreational facilities with an indoor basketball court. Other locations focus on outdoor activities such as volleyball. The villages have events posted each week on a board in the Employee Dining Rooms. Activities include group hikes, movie nights, shopping trips, boating, talent show, summer theater, and sport competitions. Students are able to sign up for seminars on different topics, such as bears and wolves. During orientation, employees are given handouts on recommended day hikes. In 2016, students were able to participate in day trips to the rodeo and to nearby towns. Some students were also able to participate in volunteer opportunities in nearby communities.