

Carowinds a Cedar Fair Park

Associate - Food & Beverage
Charlotte, NC



Company Biography

Carowinds is a 398 acre thrill park that spans across both North Carolina and South Carolina. In 2015, we will debut our newest coaster, Fury 325 which is the worlds tallest fastest giga coaster. That will total 14 world class coasters, a 20 acre water park, and Planet Snoopy which is a 12 acre childrens area. Carowinds is in its 41st year of operation and is known for the thrill capital of the southeast. Check us out at www.carowinds.com! Carowinds is located 13 miles outside of Charlotte, North Carolina. Charlotte offers a variety of cultural experiences as sports related venues, a vibrant uptown area and great shopping! Carowinds employees have free access to the park and discounts on merchandise. We will offer weekly events, including Volleyball games, employee breakfasts, associate parties, movie nights and BBQs!

Work and Pay Details

Position title: Associate - Food & Beverage			
Hourly wage: \$8.50		Tips? No	
Description of position:		Handles guest sales in a prompt, friendly, courteous manner using suggestive selling techniques. Rings up sales on a cash register, handles money, and counts out correct change. May also be responsible for preparation of various food products according to prescribed recipes. May be required to seat guest, or run food to the dining room. Required to maintain a clean and orderly area including the preparation area, guest areas (tables, chairs, serving lines, condiment stands, etc.) and all equipment. Learn menu items, portions, accompaniments and prices.	
Specific qualifications required:		Must like to be around food. Will be required to use cleaning chemicals. Must have a great smile and like to be around people. You might work with a team or be at a food location by yourself. It will vary who you work with. Mus be comfortable with US currency.	
Estimated weekly wage (incl. tips): \$289.00		Bonus: None	
Conditions of bonus:			
Average hours for last year's students? Not specified		Maximum weekly hours allowed: 45 Hours	
Minimum average number of hours? 34 Hours		Possibility of getting more than average hours: Good	
Students get the most hours in: Mid May through later August		Students get the least hours in: March, April, September, October	
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? 45 Hours	
Does your company only operate weekends before or after specific dates? No			
If yes, what are the dates?			
Carowinds is open every day from 3/28/15-4/12/15; open Fri-Sun from 4/17/15-5/17/15; then open 7 days a week from 5/22/15-8/23/15; open Sat-Sun 8/28/15-11/1/15. Carowinds will also open for Halloween events starting 9/12/15-10/31/15.			
Position location: 14523 Carowinds Blvd Charlotte NC 28273			

Other Job Details

Minimum english level: (6) Advanced	
Description of working conditions: May work in a food stand or outdoor cart location. Jobs may be outdoors, possibly in the sun or in shaded areas (some locations are air-conditioned, some are not). Temperatures in the Carolinas can be very hot and humid in the summer. Students will need to be able to stand for an entire shift. Other duties include maintaining cleanliness of location. Students must not have allergies to cleaning chemicals or direct sunlight.	
Will job duties be different at the beginning of the season? Yes	
If yes, provide details of specific job duties: Foods associates can assist the Foods department prior to the park opening by stocking the Food locations and assisting in ensuring the park is clean.	

Uniform and Grooming Requirements

Are students required to wear a uniform? Yes		If yes, what is the cost of the uniform? \$32.00	
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			

Uniform and Grooming Requirements

Details of purchasing required clothing or footwear: Foods employee will need to purchase slip-resistant shoes which we sell in our boutique and offer payroll deduction. Other positions require a comfortable athletic type shoe, predominately one color (white or black). If associates prefer to wear outerwear (i.e., coat, sweatshirt, etc) they must wear a Carowinds outerwear apparel. Note: Depending on the hourly rate, only a small portion of the uniform costs will be deducted from the paycheck at a time. State law prohibits uniform deductions to be withheld if it takes the employee pay below minimum wage (\$7.25).

Do you have company grooming requirements? Yes

Details of company grooming requirements? Neat, clean appearance. No visible tattoos. No tattoos on hands, neck, face, or head. Men must have short hair, no facial hair (moustache acceptable), no jewelry. Women must have natural hair color and nails. Women are permitted to wear small earrings no larger than a small coin. Grooming Guidelines will be discussed during the interview.

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?

A guidebook will be provided explaining about Carowinds and the policies and procedures. We will also review these policies during company orientation. Some of the important policies to know about up front are: 1) Grooming Policy 2) Cash Policy - cash handling positions are not allowed to have cash on them while on the clock 3) Attendance Policy - If absent or tardy, you will receive points. A warning will be issued at 6 points, 12 points may result in termination. Points are removed for good attendance and valid documentation of absence (i.e., doctor's note) 4) Drug & Alcohol Policy - Carowinds has a zero tolerance Drug & Alcohol Policy. All associates are subject to testing for safety positions, random testing and/or for cause testing. 5) Harassment & Discrimination Policy - Carowinds prohibits harassment of or discrimination against any of its associates and guests.

Park Dates for 2017 -

Open 3/25-5/21 Thursday - Sunday

We will be full time - 4/6-4/16

Full Season Starts 5/25-8/27

Weekends only 9/1-10/29

Training Information

Is job training required? Yes Length of training: Approximately 2 days

Are students paid during training? Yes Hourly pay rate during training: \$7.25

How many hours per week are students likely to receive during training period? 14

Any other details?

Worksite Location

Worksite location: 14523 Carowinds Blvd Charlotte NC 28273

Nearest major city: Charlotte NC Worksite setting: Suburban

Nearest major airport: Charlotte NC Distance to nearest major airport: 13 miles

Additional worksite setting details:

Standard Arrival Information

Are students required to arrive or depart on specific dates? No

Details of required arrival or departure dates:

They are allowed to arrive one day prior to their contracted start date. Once their contracted has ended they will have about 48 hours to depart from their work location.

Mode of transportation: Employer will arrange pick-up Students must arrive between these hours: 8:00 AM - 10:00 PM

Cost: Not Specified

Other details:

Students should fly into Charlotte, NC. If students do not fly into Charlotte then students should arrange public transportation to Charlotte. The employer will arrange pickup from Charlotte but students must provide travel information 2 weeks before you depart to give us your flight information so we can provide transportation - Sandy.Cranford@carowinds.com.

After Hours Arrival Information

General information: If you arrive later than 10pm, please stay in a hotel and we will pick you up in the morning.	
Name of accommodation: Econo Lodge Charlotte Airport	Accommodation address: 3415 Queen City Drive, Charlotte, NC 28208
Cost per night: \$45.00	
Best way to travel from airport to overnight accommodation: The hotel provides a free shuttle from the airport to the hotel -(704) 392-0600.	

Social Security

Are students required to apply for a social security card prior to arriving at worksite?	No
Will the company assist students with their social security application?	Yes
Assistance detail: Carowinds will provide transportation to the Social Security Office if a representative is not available on site.	
Where is the nearest social security office? Charlotte NC	Distance: 20 miles
How will students be paid until their social security card arrives?	By check. Carowinds has the capability of assigning a temporary Social Security Number until the valid number arrives.

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: 3695 Foothills Way Fort Mill SC 29708	
Is the student required to sign a separate housing contract? Yes	
Type of housing provided: Other	Number of students to a room: 2
Housing details: Housing will be provided in a hotel. Students will share a room with 2 people per room. The cost of housing will be \$60 per week and will be deducted from the associate's paycheck. Carowinds will supplement the remainder of the cost.	
Do you offer co-ed housing? No	
Cost of housing - per week: 60	Includes utilities? Yes
Are housing costs deducted from paycheck? Yes	
Is a housing deposit required? Yes	Amount of housing deposit: \$100.00
Instructions for payment of housing deposit: A housing deposit will be required to be paid during paperwork processing at Human Resources during their check in process.	
Housing deposit due date:	Is deposit refundable? Yes
Conditions of deposit refund: Completing their agreed contracted dates. With no damages done to property or their assigned room. Leaving early for any reason will forfeit their housing deposit.	
How will deposit be refunded? in their last paycheck after they have completed their contracted days.	
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: Carowinds will operate a transportation van and/or bus.	
Distance to worksite: One mile	Is worksite within walking distance of housing? Yes
Cost of public transportation to worksite: Not specified	
Details of public transportation to worksite: Not Available	
Cost of transportation to worksite provided by employer: Not specified	
Details of transportation to worksite arranged by employer: Carowinds will operate a transportation van and/or bus.	
Cost of arranging own transportation to worksite: \$10.00	
Details of arranging own transportation to worksite: Taxi service	

Housing Amenities

Available public transportation: Bus, Interstate Bus, Train	
Access to public transportation? Requires additional transportation	
On Site Housing Amenities	

Housing Amenities					
Laundry:	Yes	Linens:	Yes	Private bath:	Yes
Refrigerator:	Yes	Microwave:	Yes	Air conditioning:	Yes
TV:	Yes	Telephone:	Yes	Security guard:	No
Computer/Internet Access:	Yes	Utensils:	No	Gym:	Yes
Individual Beds:	Yes				
Nearby Amenities					
Supermarket:	Walking Distance		Restaurants:	Walking Distance	
Shopping mall:	Requires Transportation		Fitness center:	Requires Transportation	
Post office:	Requires Transportation		Laundry:	Walking Distance	
Bank:	Requires Transportation		Internet cafe:	Requires Transportation	
Movie theater:	Requires Transportation		Library:	Requires Transportation	
Additional amenities:	There will be smoking permitted floors. Also two lounges will be set-up for participants on two floors during thier stay.				

Meal Information			
Are meals included in rent cost?	No		
If not, meal plan cost per day:	Not Specified	Meals covered:	Not Specified
Is the purchase of a meal plan mandatory?	No		

Cultural Opportunities			
Types of cultural opportunities provided			
Organized Holiday Event(s):	Yes	Organized Trip(s) to Major Attraction(s):	Yes
Organized Potluck(s) or Dinner(s):	Yes	Organized Trip(s) to Major City:	Yes
Organized Karaoke Night(s):	No	Information about Events:	Yes
Organized Movie Night(s):	Yes	Information about Local Resources:	Yes
Organized Sporting Event(s):	Yes	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	Yes	Information about Local Community:	Yes
Organized Trip(s) to Nearby Attraction(s):	Yes	Other:	Yes
If Other, please describe:			
Additional details about cultural offerings:	Employees receive free, unlimited access to Carowinds as well as other Cedar Fair locations, discounts on park merchandise, and access to special employee events like picnic days, parties, bingo and sporting events. The employer will hold weekly employee events where students will have the opportunity to interact with their coworkers (internationals and Americans).		