

Darien Lake Theme Park
Food and Beverage Team Member
Darien Center, NY



Company Biography
 Darien Lake is a theme park resort located between Buffalo and Rochester in Darien Center, New York. Darien Lake Theme Park Resort is New York State's largest theme park and water park vacation destination, with more than 100 rides, shows, attractions and a 20,000-capacity concert venue. Next door to the theme park is large campground that offers a variety of lodging options including a hotel, cabins, camping and glamping!

Work and Pay Details

Position title: Food and Beverage Team Member

Hourly wage: \$9.70 **Tips?** No

Description of position:

Food and Beverage employees are required to perform various food and beverage related tasks including:

- Cooking or preparing food items according to procedures or recipes
- Placing food items on serving plates or dishes along with required condiments and utensils to present to customers.
- Preparing cold drinks, warm drinks, and other non-alcoholic beverages.
- Some employees will serve alcoholic beverages and must strictly follow all state and federal laws related to serving alcohol.
- All items must be prepared quickly and accurately ensuring no waste and in accordance with production and portion requirements and quality standards while maintaining a safe, sanitary work environment.
- Food and Beverage employees may be responsible for handling sales which will include: taking correct orders, entering sales in a cash register, taking money, counting out correct change (coins/bills), giving change (coins/bills) to customers, and completing credit card transactions.
- All Food and Beverage employees will be responsible for maintaining and cleaning all Food Service areas including preparation tables, equipment, dishes, floors, supply areas, refrigerators, coolers, sales areas, and customer areas (tables, chairs, serving lines, condiment stands, etc.).
- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
- Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages, and potential safety hazards.
- Attend departmental and team meetings as well as participate in all additional training courses.
- Perform all duties in a safe manner.
- Employees may be asked to move to different locations or job assignments within the property, as needed. Other duties may be assigned.

Students will also have the opportunity to move into other positions depending on their abilities. Some students will be able to moved to a housekeeping position or a ride attendant. Students must be flexible to move positions.

Specific qualifications required:

- Must have a high attention to detail, math/counting skills, and accurate money/cash handling skills.
- Must be able to work individually or on a team and at a quick pace.
- 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.
- Must have a friendly, positive attitude and be dedicated to customer service.
- All employees serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners, guests, and members of the local community.

Estimated weekly wage (incl. tips): \$300.00 **Bonus:** None

Conditions of bonus:

Average hours for last year's students? 40 Hours **Maximum weekly hours allowed:** Not specified

Minimum average number of hours? 35 Hours **Possibility of getting more than average hours:** Good

Students get the most hours in: July and August **Students get the least hours in:** May

How often are students paid? Weekly

Do you pay overtime? Yes **If yes, after how many hours per week do you pay overtime?** 40 Hours

Does your company only operate weekends before or after specific dates? Yes

If yes, what are the dates?

Only weekends until Memorial Day, May 29th (all through May). We go back to only weekends after Labor Day, September 4th. Students will ONLY receive about 27 hours/week in May and Beginning of June.

Position location: 9993 Allegheny Road Darien Center NY 14040

Other Job Details	
Minimum english level:	(5) Upper Intermediate
Description of working conditions:	<p>All workers will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, and stooping or bending. These activities often also require considerable use of the arms and legs.</p> <ul style="list-style-type: none"> •Employees will be required to stand or walk for long periods of time. •Employees will be required lift, push, pull, or carry objects up to 40 lbs on a repeated basis. •Must be able to work continuously in an indoor, humid or hot environment without air-conditioning. •Some employees will be required to work outdoors with exposure to a variety of weather conditions such as rain, cold temperatures, direct sunlight or high heat and humidity. •All Food and Beverage employees may be moved between Food and Beverage areas as needed.
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?	Not specified
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 have Khaki, Navy Blue, or Black Pants AND shorts(knee length). Can NOT be sweatpants, yoga pants, low cut shorts, or Jeans. Sneakers are required. employer provides hats and shirts for work purposes.	
Do you have company grooming requirements?	Yes	Details of company grooming requirements? No facial or hand tattoos. Piercings must be kept at a minimum. bathing must be done regularly. natural color hair. grooming daily	

Other Company Details			
Company hires couples?	No	Company hires groups of up to 4?	No
Drug test required?	No	Do students complete an additional application upon arrival?	No
Does your company issue completion certificates?	No	If requested, will you evaluate the student's performance?	No
Any additional company details?			
Students will be paid by Direct Deposit. Students must set up a bank account. Employer will take the students after they arrive to the bank to set up a checking or saving account.			

Training Information			
Is job training required?	Yes	Length of training:	1 Week
Are students paid during training?	Yes	Hourly pay rate during training:	\$9.70
How many hours per week are students likely to receive during training period?	30	Any other details?	

Worksite Location			
Worksite location: 9993 Allegheny Road Darien Center NY 14040			
Nearest major city:	Buffalo, NY	Worksite setting:	Resort/Ocean/Lake
Nearest major airport:	Buffalo Niagara International Aiport	Distance to nearest major airport:	22 miles
Additional worksite setting details: The students will not have access to public transportation. The employer arranges transportation for students to access shops and restuarants in surrounding towns a couple times per week.			

Standard Arrival Information			
Are students required to arrive or depart on specific dates?	Yes		
Details of required arrival or departure dates:			
Due to on-site housing, students must arrive only on Monday-Friday between 8:30am- 5pm and notify John De Lude (employer contact) 48 hours in advance.			
Mode of transportation:	Public Transportation	Students must arrive between these hours:	9 am - 6 pm
Cost:	\$60.00	Other details:	
Students should arrive Mon - Fri. Please do not arrive on weekends. Please fly into Buffalo Airport and take a taxi to the worksite. Please email employer to let them know about your travel arrangements at least 2 weeks prior to traveling. The taxi should cost about \$60 from the airport to the worksite.			

After Hours Arrival Information	
General information: If students arrive late at night please stay at a nearby hotel.	
Name of accommodation: Oak Tree Inn	Accommodation address: 3475 Union Road, Buffalo, NY 14225, USA
Cost per night: \$80.00	
Best way to travel from airport to overnight accommodation: Please take a taxi to the hotel.	

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: Employer will help arrange transportation to the Social Security office.	
Where is the nearest social security office? Batavia, NY	Distance: 16 miles
How will students be paid until their social security card arrives? By Check	

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: 9993 Alleghany Road Darien Center NY 14040	
Is the student required to sign a separate housing contract? No	
Type of housing provided: Other	Number of students to a room: 2
Housing details: Students will be provided housing and will be staying in mobile homes that are immobilized. Each mobile home has a living space, a small kitchen, 2 bedrooms and one bathroom. Students have their own section within Darien Lake's camp ground. Students will have a bathroom, their own bedroom and bed. The trailers provide the students with the adventure of living close to nature.	
Do you offer co-ed housing? No	
Cost of housing - per week: Free	Includes utilities? Yes
Are housing costs deducted from paycheck? No	
Is a housing deposit required? Yes	Amount of housing deposit: \$200.00
Instructions for payment of housing deposit: The housing deposit will be collected the first day you arrive on location.	
Housing deposit due date:	Is deposit refundable? Yes
Conditions of deposit refund: Housing must be left clean with no damages in order to receive your deposit back.	
How will deposit be refunded? The deposit will be refunded in students last paycheck if they follow the conditions.	
Are students required to live in provided housing upon arrival? No	
During their work stay, can students find alternate housing? Yes	
If yes, is there a penalty? No	

Transportation to/from Worksite	
Method of transportation to worksite: Walk or Bike	
Distance to worksite: On-site	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	

Housing Amenities					
Laundry:	Yes	Linens:	Yes	Private bath:	Yes
Refrigerator:	Yes	Microwave:	Yes	Air conditioning:	Yes
TV:	No	Telephone:	No	Security guard:	Yes
Computer/Internet Access:	Yes	Utensils:	Yes	Gym:	No
Individual Beds:	Yes				
Nearby Amenities					
Supermarket:	Requires Transportation		Restaurants:	Requires Transportation	
Shopping mall:	Requires Transportation		Fitness center:	Requires Transportation	
Post office:	Requires Transportation		Laundry:	Requires Transportation	
Bank:	Requires Transportation		Internet cafe:	Requires Transportation	
Movie theater:	Requires Transportation		Library:	Requires Transportation	
Additional amenities:	There are laundry facilities are within walking distance from housing. Laundry costs about \$3 to wash and dry clothing. Access to Wifi is also within walking distance from housing.				

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):	No	Organized Trip(s) to Major Attraction(s):	No
Organized Potluck(s) or Dinner(s):	No	Organized Trip(s) to Major City:	No
Organized Karaoke Night(s):	No	Information about Events:	Yes
Organized Movie Night(s):	No	Information about Local Resources:	Yes
Organized Sporting Event(s):	No	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	No	Information about Local Community:	Yes
Organized Trip(s) to Nearby Attraction(s):	Yes	Other:	No
If Other, please describe:	N/A		
Additional details about cultural offerings:	Students will have the opportunity to visit Niagara Falls and all it has to offer. Employer arranges trips to nearby attractions as well as in town trips to shops, the bank and grocery store.		