



HAP Fairbanks Princess Riverside Lodge - Food Runner

HOST INFORMATION

Company Description:

We are HAP Alaska – Yukon. We are the largest tour operator in **Alaska** and the Yukon. Each of the work locations for HAP offers **exciting, once-in-a-lifetime travel experiences and cultural opportunities** for all employees. Additionally, **overtime, bonuses** and **second jobs** in many locations allow students to earn enough to repay program fees and travel.

Referral program!! **Receive up to \$400 for every person you refer to work with Holland Princess America**, even if this is your first season!

As an employee, you will be asked to provide excellent service while maintaining a safe working (and living) environment. Each employee is crucial to the success of our mission, providing an excellent experience to guests and fellow team members alike. If you are not serving a guest directly, you are serving someone who is. Internal customer service is just as important to our Company's success!

Host Website: <https://www.princesslodges.com/princess-alaska-lodges/fairbanks-lodge/>

Site of Activity: HAP Fairbanks Princess Riverside Lodge

Parent Account Name: Holland America Princess Alaska

Host Address: 4477 Pikes Landing Road Fairbanks , Alaska , 99709

Nearest Major City: Fairbanks , Alaska , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

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.
- 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.
- 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

Drug Test required: No

COMPENSATION

Hourly Wage: \$14

Eligible for Tips: No

Estimated weekly wages including tips: \$600

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 50

Potential fluctuation in hours per week:

Depending on the time of the season, hours may fluctuate.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Referral program - receive up to \$400 for every person you refer to work with Holland Princess America! Bonus paid after the summer season.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Will be required to lift food trays and dishes.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

on-the-job training

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Uniform details will be provided to students during the hiring process, and before the student travels

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Professional, neat and presentable. No facial hair for employees in food & beverage positions. Men's hair must be shorter than collar length. Must practice good hygiene - frequent bathing and deodorant is requested. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Company Parties, Movie or Game Nights, Potlucks or Dinners

Additional Details about Cultural Offerings:

Students will have the opportunity to explore Fairbanks, Alaska's second largest city, and enjoy what the area has to offer during the summer months.

Local Cultural Offering:

The Fairbanks Princess Riverside Lodge team is much like a family who create a lifetime connection during the summer months of adventuring and experiencing the Alaskan culture.

HOUSING AND TRANSPORTATION

Housing Provided: *Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).*

Employer-owned or employer-arranged housing description:

One of the housing options will be off-site apartments that have kitchens. Apartments are 3-5 person occupancy and will include basic dishware, eating/cooking utensils, and pots/pans. Linens and furnishings provided. Full Kitchen in each apartment. Laundry Facilities on site (of apartments). Apartments are off site from Lodge, approximately 1.5 - 2 miles. Scheduled activities, including day trips and options for employees to take tours

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Employee is responsible for setting up wifi.

Phone Service: Yes

Description:

Reliable cell service is available.

Kitchen facilities: Yes

Description:

Full kitchen in each apartment

Laundry facilities: Yes

Description:

Coin-op laundry

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 5

Suggested Occupancy Per Room: 2 - 5

Rooming Arrangement Description:

Floors are co-ed but rooms are not unless requested. Linens/bedding provided

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$105

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: Some housing within walking distance

Biking

Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Bike route is along roadways.

Employer-Provided Transportation

Estimated commute time: 15 to 30 minutes

Estimated cost: \$0

Description: Transportation to/from work provided for some locations.

ARRIVAL INFORMATION

Arrival Instructions:

You should to fly into Fairbanks International Airport, Alaska (FAI).

Upon arrival, you must apply for social security. The Social Security office is not open on the weekends, so please plan accordingly.

Students arrive in FAI and arrange their own transportation to the worksite

Please confirm your arrival with your local contact: Rebecca Dawson rdawson@hagroup.com at least 2 weeks prior to traveling to the United States.

Housing accessible only within 24 hours of employment start date.

Suggested Arrival Airport:

Fairbanks International Airport, FAI, Less than 10 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Westmark Fairbanks Hotel & Conference Center

813 Noble St

Fairbanks , Alaska 99701

[https://www.westmarkhotels.com/destinations/fairbanks-hotel/?](https://www.westmarkhotels.com/destinations/fairbanks-hotel/?gclid=CjwKCAjw5_DsBRBPEiwAIEDRW5eIUxZpINP76BcV2aDJPj0Wk-5fc5Rv-BLwVKy1HLoln1yexUJh-xoCPlwQAvD_BwE)

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(907) 456-7722

\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Every student must submit an application with Holland America Princess (HAP) once hired. Complete all information using this link:

<https://hollandamericaprincess.pinpointhq.com/postings/c3a69c78-1aff-4cac-8624-4ed74fe85c39?token=ws76fqilg9U8uFryu5ksj4jC>

When completing your information, there are a few areas that require some guidance:

Section 1 Personal Details: Please enter all the information completely

Section 2 Profile: Do not upload your resume

Section 3 Questions: Who will be your US Agency: Select your sponsoring agency from the drop down

Section 4 Other Job Preferences: Please do not complete. Once submitted, you will receive additional emails that require action from you:

1. Job Offer - please confirm and return electronically

2. Background Verification - email sent from "Sterling." Complete all information and submit*Some countries may require Power of Attorney Forms and may need wet signatures (Bulgaria, Croatia, Serbia, Macedonia are examples) when submitting your background verification. If this is not completed, it will cause a delay in your onboarding which may impact your ability to move into housing, start work and get paid.

This must be completed immediately upon receipt, uploading required documents. Check your spam folder. This must be completed within 24 hours of receiving.

You cannot check in or live in housing, work or get paid until all onboarding steps are completed. Work with your local contact to ensure everything is done prior to arrival.

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Fairbanks Social Security Office: 101 12th Ave, Room 138, Fairbanks, AK 99701. Students should take public transportation or a taxi to the social security office as soon as possible after their arrival. The Social Security office is not open on the weekends.

Nearest SSA Office: Fairbanks , Alaska , Less than 10 miles

Other:

Wage Payment Schedule:

Payday is every two weeks. Direct deposit highly recommended for early payment. You will need a local bank account.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Must be well groomed and maintain a high level of professionalism at all times. During business hours, all employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Personal dress, appearance and cleanliness standards contribute to the morale of all employees and affect the business image. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.

Second Job Availability: No, unlikely

Applicable Company Policies:

Be prepared for the Alaska experience! There are second job opportunities with other businesses at this location.

Please be aware that possession of guns and any drugs (including marijuana) are strictly forbidden in employer provided housing.

You should NOT travel to the site of activity until you have applied for your social security number. It's recommended that you arrive to Alaska several days before your first day of work. The Social Security Administration is open Monday, Tuesday, Thursday & Friday 9am to 4pm & Wednesday 9am to 12pm. SSA is CLOSED Saturday and Sunday. Do NOT travel to your employer until you have applied for your social security number.

Arrangements for mail delivery are your responsibility. No mail can be sent to you at the lodge's address. You should make arrangements for a personal post office box either before or upon their arrival at the lodge. This policy will be strictly enforced.

Since phone card prices can vary considerably in the U.S. you should consider purchasing phone cards in their home countries which can be used within the U.S. for international calls.

Currency exchange and check-cashing facilities are not available at the lodge. The nearest location for these facilities is in town. It is highly advisable for you to establish a banking account prior to arrival at the lodge either in Anchorage in order to have your paychecks automatically deposited. Employee manual will be provided between being hired and arrival in US.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Shopping Mall, Bank, Restaurants, Fitness Center

Walking Distance from Housing:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

Shopping Mall, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library