



HAP Holland America Denali Lodge - Host/Cashier

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!

Denali National Park and surrounding area offers endless opportunities for wildlife viewing, hiking, camping, fishing, golfing, and national park education programs. You can even volunteer to walk the Denali National Park Service sled dogs!

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.westmarkhotels.com/destinations/denali-hotel/>

Site of Activity: HAP Holland America Denali Lodge

Parent Account Name: Holland America Princess Alaska

Host Address: Mile Post 248.8 George Parks Highway Denali National Park , Alaska , 99755

Nearest Major City: Fairbanks , Alaska , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Greet the dining room guests and seat them in an expedient fashion while maintaining a proper seating flow in the seating sections.

- Greet the guests as they approach the podium and make them feel welcome to the dining room.
- Seat the guest(s) as quickly as possible or if table is not immediately available accurately informing the guest(s) of how long the wait period will be.
- Enter guest name and number in party on the wait list and give guest an accurate time of the wait period.
- For those dining rooms that utilize a reservations system, check guests in and informs them as to the length of time before they will be seated.
- Keep the seating chart current and seat guests in a proper flow in the sections so as to not over seat any sections.
- Keep menus clean and presentable and discard any menus that are too worn or tattered
- Report any guest complaints and/or issues immediately to the Service Manager or Unit Manager. Respond to such in a professional, sincere manner.
- Complete opening and closing side duties according to dining room standards.

- Maintain seating log to ensure accurate cover count for the seating period.
 - Assist Bussers as needed to clear and set tables.
 - Handling sales in an accurate manner which will include: maintaining a daily bank, entering sales in a cash register, taking money, counting out correct change (coins/bills), giving change (coins/bills) to guests, and completing credit card transactions.
- Other duties as assigned

Drug Test required: No

COMPENSATION

Hourly Wage: \$16

Eligible for Tips: No

Estimated weekly wages including tips: \$640

Bonus: Yes

You are eligible for an end of season bonus if you stay through your agreed upon work dates and have no job performance issues. Bonuses are paid based on hours worked - minimum \$200, maximum \$1000.

* 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: 50

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:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Students will be regularly required to lift and/or move items up to 50 pounds (23kg).

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

Varies on the individual. The faster you learn the quicker you move on.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Employer will provide information about the uniform after the student is hired.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: No

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, Shopping Trips

Additional Details about Cultural Offerings:

There is hiking, camping, fishing, and rafting to do in the area near and around the lodge. There is a weekly shuttle to Fairbanks to offer employees a chance to access the conveniences of Alaska's second largest city

Local Cultural Offering:

Denali National Park offers endless opportunities for wildlife viewing, hiking, camping, fishing and national park education programs. You can even volunteer to walk the Denali National Park Service sled dogs!

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:

Dormitory style housing is provided for \$15 per day (\$105/week). All rooms will have up to 4 people per room with shared bathrooms down the hall. 3 meals per day (served in the Employee Dining Room at the Lodge) are included in the cost of housing. All rooms are non-smoking and pet free environments. Amenities at employee housing include: Linens/bedding provided Free laundry facilities, including detergent Ping pong & foosball tables, games and books Common Area with large TV & DVD player Wireless internet access and two desk top computers available in Common Area scheduled activities, including trips to Fairbanks and employee tour opportunities. Employee housing bar. Housing address: Mile Post 248.5 George Parks Highway, Healy, Alaska 99743

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wireless internet and two desktop computers are available in the common area.

Phone Service: Yes

Description:

Employee use phones with a calling card are available. Many students purchase smart phones when they get to the US and service in the area is reliable.

Kitchen facilities: No

Description:

Laundry facilities: Yes

Description:

Laundry facilities and detergent are located onsite and are include with the price of housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

All rooms will have 2-4 people per room with shared bathrooms down the hall. 3 meals per day (served in the Employee Dining Room at the Lodge) are included in the cost of housing. All rooms are non-smoking and pet free environments. Dorms are co-ed but rooms are not.

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: Under 15 minutes

Description: Shuttle from employee housing to Denali is provided daily, free of charge. It departs every hour on the hour from employee housing to the Lodge.

ARRIVAL INFORMATION

Arrival Instructions:

You should to fly into Fairbanks International Airport, Alaska (FAI). Transportation may be provided at no cost on certain arrival dates. From the airport, a public shuttle can be arranged for \$55 if arriving on a day that free transportation is not available.

Upon arrival, you must apply for social security. It will be expensive for you to return to Fairbanks to apply for social security, so please do this prior to traveling to Denali. The Social Security office is not open on the weekends, so please plan accordingly.

Please confirm your arrival with your manager at least 2 weeks prior to traveling to the United States.

Suggested Arrival Airport:

Fairbanks International Airport, FAI, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$75 to \$100

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/>

(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:

Must apply for Social Security Number prior to departure for work location. 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. Please apply for your Social Security (SS) number immediately upon arrival to Alaska. Be sure to obtain a receipt from the SS office for your SS application to show to your employer. You must apply for your SS number before you arrive to your employer. There is not a waiting period in AK for applying for your social security number. You MUST apply upon arrival in Fairbanks BEFORE traveling to Denali.

Nearest SSA Office: Fairbanks , Alaska , Over 50 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: Mandatory

Estimated Cost Per Day: \$15

Meal Plan Description:

Housing, including 3 meals per day, is \$15 per day. Sheets, blankets, pillows, towels included. Wifi, laundry facilities with soap also included.

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: Yes, likely

Applicable Company Policies:

Be prepared for the Alaska experience! There are second job opportunities 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 Healy, 10 miles away. It is highly advisable for you to establish a bank account prior to arrival at the lodge in Fairbanks 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:

Post Office, Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Restaurants, Internet Cafe