



WORK & TRAVEL USA

HAP Kenai Princess Wilderness Lodge - Dish Steward

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!

The Kenai Princess Wilderness Lodge is located in Cooper Landing in the middle of the Kenai Peninsula, perched high above the beautiful turquoise waters of the Kenai River. The lodge is the base for wilderness activities such as rafting, fishing and hiking. From the snow-capped mountains to the amazing wildlife, Alaska offers a unique setting that many only dream about! Embark on a new adventure and come see why Alaska is called "The Last Frontier".

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

Site of Activity: HAP Kenai Princess Wilderness Lodge

Parent Account Name: Holland America Princess Alaska

Host Address: 17245 Frontier Circle , PO Box 950 , Cooper Landing , Alaska , 99572

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

PLACEMENT INFORMATION

Job Description:

Performs a variety of entry-level dishwashing tasks. Routinely cleans, washes and stores food and beverage service items, equipment, and the kitchen area. May also monitor/clean the team dining room and set up and break down team dining buffet lines. Assist with other kitchen duties as assigned.

Work in designated station set by the Location Chef / Sous Chef. You may work in guest restaurants or Employee Dining Room as needed and as assigned.

Keeps all kitchen areas, equipment, machines, etc. clean, sanitized and organized during individual shift. Assist all cooks and chefs as necessary. Assist in daily cleaning and sanitation duties. Maintain clean and safe work area. Maintain cleanliness of all kitchen and dining

room materials. Follow all machine cleaning procedures. Assist all cooks in daily preparation of menu items. Report to work at designated time in clean, neat and approved uniform. May periodically train new employees or staff from other departments.

Complies with all health and safety codes in handling and storage of all food products and kitchen equipment. Varied hours; both AM and PM are required. Will work with various soaps and cleaning chemicals. Gloves, aprons and safety materials are provided.

AK Food Handler's Card is Required

Typical Schedule:

Varied hours: both AM and PM are required.

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:

Additional hours may be available depending upon staffing levels. May and September tend to see the most opportunities for additional hours.

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:

Must be able to lift 23 kg and able to complete physical work

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: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

AK Food Handler's card required.

Need to wear uniform: Yes

Uniform Policy:

Uniform provided. Employees must provide slip-resistant kitchen shoes. <https://www.shoesforcrews.com/>

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, Trips to Nearby/Major Attractions, Company Parties, Movie or Game Nights, Potlucks or Dinners, Shopping Trips, Trips to Major City

Additional Details about Cultural Offerings:

*The lodge is the base for wilderness activities such as rafting, hiking, wildlife cruises and world-class fishing. **Experience Alaska** and all it has to offer. Possible Northern Lights (Aurora Borealis) viewing in August/September.*

Local Cultural Offering:

Kenai Princess Wilderness Lodge team is much like a family who create a lifetime connection during the summer months of adventuring and experiencing the Alaska culture. Enjoy the softball tournament or 4th of July parade with the locals!

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 horseshoe pit Common Area with large TV & DVD player Wireless internet access and two desk top computers available in Common Area Housing address: 17245 Frontier Circle, Cooper Landing, Alaska 99572

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Wireless internet and two desktop computers are available in the employee 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 2-6 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: Housing is a five minute walk to the work site.

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: No

Bicycles are available to rent: Yes

Estimated cost: \$40

Total: Yes Per Day: No

Description: A small number of bicycles are available for rent for the season.

ARRIVAL INFORMATION

Arrival Instructions:

Please work with your local contact (Tracy Smith, tsmith@hagroup.com) to coordinate transportation.

Fly into Ted Stevens Anchorage International Airport. Transportation from Anchorage to the lodge (2 hours) will be provided and scheduled based on your arrival date.

You MUST visit the social security office prior to traveling to the Kenai Princess Lodge. Arrive on a weekday. Do not fly in on a Saturday or Sunday.

Send flight information to tsmith@hagroup.com once booked.

Check your emails often, as most communication will be sent through this method.

Suggested Arrival Airport:

Ted Stevens Anchorage International Airport, ANC, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Bent Prop Inn & Hostel
700 H St.
Anchorage , Alaska 99501
www.bentpropinn.com
907-276-3635
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Every student must submit an application with Holland America Princess (HAP) once hired:

<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.*

3. Onboarding Documents - Review and complete all information. For social security number please enter: 888-88-8888

Once everything is completed, you will begin receiving arrival information. If you have questions, please contact: Tracy Smith at tsmith@hagroup.com

Social Security Number:

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

Details about how to apply for Social Security Number:

ANCHORAGE PREFERRED: Must apply for Social Security Number prior to departure for work location. 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. Your employer will allow you to begin working before you receive your SS number. Social Security Offices: 222 W 8TH AVENUE ANCHORAGE AK 99513

Nearest SSA Office: Anchorage , Alaska , Over 50 miles

Other:

Wage Payment Schedule:

Social Security Office: 222 W. 8th Ave. #66 Anchorage, AK 99513 Payday is every two weeks. Direct deposit highly recommended. You will need a local bank account. Key Bank will be onsite to assist students with setting up a 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 and sanitation 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:

Upon receipt of job offer, student MUST complete application process with Holland America-Princess (HAP). Instructions noted above.

Your hiring documents will be sent via email. Check your email often. You will also receive an email from Sterling for your background verification. This must be completed immediately upon receipt, uploading required documents. Check your spam folder. This must be completed within 24 hours of receiving.

Be prepared for the Alaska experience! Second jobs at other local businesses are available in the area.

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 at least one day 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.

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 Soldotna.

Employee Handbook is provided during onboarding process. Students are responsible for all guidelines and policies outlined.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Fitness Center

Walking Distance from Housing:

Food Market, Post Office, Fitness Center, Public Library

In Town, Requires Transportation:

Restaurants

Unavailable:

Shopping Mall, Bank