



## HAP Mt McKinley Princess Wilderness Lodge - Busser

### 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!

This spectacular lodge is approximately 133 miles north of Anchorage, in a remote area overlooking the Chulitna River in Denali State Park. Hiking, rafting, fishing, flight seeing, and jet boating are popular leisure time activities in the area. It's hard to beat the view of Denali from the lodge on a clear day. Mt. McKinley Princess Wilderness Lodge offers team members the best of both worlds in terms of Alaskan employment. Its remote location allows team members to escape to the Last Frontier for touring, hiking, and fishing, as well as, other outdoor activities.

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/mckinley-lodge/>

**Site of Activity:** HAP Mt McKinley Princess Wilderness Lodge

**Parent Account Name:** Holland America Princess Alaska

**Host Address:** Mile Post 133 N George Parks Hwy , Denali State Park , Trapper Creek , Alaska , 99683

**Nearest Major City:** Anchorage , Alaska , Over 50 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.
- 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

**Typical Schedule:**

am/pm shifts. Schedule provided upon arrival

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$13

**Eligible for Tips:** Yes

Students may be provided with tips during their shifts.

**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:** 40

**Potential fluctuation in hours per week:**

**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!

# JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 50lbs/22kgs*

*Description:*

*Employees will be required lift, push, pull, or carry objects up to 50 lbs on a repeated basis.*

*Standing for entire shift*

*Handling cleaning chemicals*

**Job Training required:** Yes

*Length of job training:*

*One week*

*Hours per week during training period: 36*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*AK Food Handler's card is required*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Students should bring black, closed-toed, non-slip shoes. Employer will provided further details about uniform once the student is hired. shoes: [www.shoesforcrews.com](http://www.shoesforcrews.com)*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Must be well groomed and maintain a high level of professionalism at all times. During business hours, 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.*

## 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, Karaoke Nights or Talent Shows, Trips to Major City*

### **Additional Details about Cultural Offerings:**

*There is hiking, camping, fishing, and rafting to do in the area near and around the lodge.*

### **Local Cultural Offering:**

*The Mt. McKinley 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.*

## 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:**

*Housing is suite style, and is provided for \$15 per day (\$105/week). All rooms will have up to 3 people per room, and every two rooms will share a bathroom. 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 provided, employee internet, wireless internet hotspots, laundry facilities (soap provided), employee recreation center with tv, pool tables, foosball, movie room, book library, scheduled activities, including trips to Talkeetna, Wasilla & ANC, and employee tour opportunities. Housing address: Mile Post 133 George Parks Highway, Trapper Creek, Alaska 99683*

**Lease Agreement:** *Yes*

### **Onsite Amenities:**

*WiFi: Yes*

*Description:*

*Wireless internet and 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: 3*

*Suggested Occupancy Per Room: 2 - 3*

*Rooming Arrangement Description:*

*All rooms will have 2-3 people per room. Every two rooms will share a bathroom. 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: Work site is .25 miles from housing. Walk is uphill one way.*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*You should to fly into Anchorage, Alaska (ANC). Transportation will be provided to/from the Lodge on specific days. We will make a shopping stop for all employees to make purchases that are needed for the season (shampoo, soap, etc).*

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

*Often students will spend 1 or 2 nights in Anchorage at a hostel to allow for time to visit the social security office & bank to set up an account.*

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

### **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  
\$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:

ANCHORAGE: 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. There is NO waiting period to register for your social security number. 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 but the employer will not be able to pay you until you receive your SS number or card. You will not pay for room and board until you begin receiving paychecks from your employer. It is possible that receipt of your SS card could be delayed up to 12 weeks. Please be prepared for this possibility. 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 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 limited 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 Wasilla, 1.5 hours away. It is highly advisable for you to establish a bank account prior to arrival at the lodge 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:***

*Internet Cafe*

***Walking Distance from Housing:***

*Restaurants, Fitness Center, Internet Cafe*

***In Town, Requires Transportation:***

*Food Market, Shopping Mall, Post Office, Bank, Restaurants, Public Library*