



WORK & TRAVEL USA

## Kampgrounds of America Terramor Outdoor Resort - Line Cook

### HOST INFORMATION

**Company Description:**

*Come join our team and be apart of the newest trend in hospitality.*

**Four BIG perks of working for us:**

- **FREE BREAKFAST DAILY for our employees!**
- **Free Island Explorer Bus, that runs to town and back, hourly, departing from Terramor**
- **Free weekly trips to the grocery store, provided by Terramor**
- **Free employee laundry ON SITE!**

*Terramor Outdoor Resort is luxury camping resort located on Mount Desert Island, **approximately 15 minutes to Bar Harbor and the entrance to Acadia National Park.** Our property features 64 canvas tents, a communal Lodge with a small restaurant & gift shop, a pavilion, swimming pool & spa, wellness tent, and so much more.*

*At our heart, we are an outdoor resort. This means we are a passionate team of individuals who foster a love of adventure and want to share that passion with our guests. Our team works to create experiences for guests at every level; helping to plan itineraries, recommending local must-see spots, and assisting with campfires. We listen to guests' needs and help map out a stay unique to them.*

*As a member of our team, you will be an integral piece of our story.*

*Located just minutes from stunning views, quaint seaside communities and a plethora of outdoor activities, we encourage our staff to take advantage of their time off by visiting, exploring and familiarizing themselves with the local area.*

*Our management team has experience in working with a wide variety of diverse culture and is excited to welcome you to Maine!*

**Host Website:** <http://www.terramoroutdoorresort.com>

**Site of Activity:** Kampgrounds of America Terramor Outdoor Resort

**Parent Account Name:** Kampgrounds of America

**Host Address:** 1453 State Highway 102 Bar Harbor , Maine , 04609

**Nearest Major City:** Bangor , Maine , Over 50 miles away

## PLACEMENT INFORMATION

### **Job Description:**

*Line Cook Job Responsibilities:*

*Sets up and stocks food items and other necessary supplies.*

*Prepares food items by cutting, chopping, mixing, and preparing sauces.*

*Cooks food items by grilling, frying, sautéing, and other cooking methods to specified recipes and standards.*

*Maintain cleanliness and complies with food sanitation requirements by properly handling food and ensuring correct storage.*

*Cleans and sanitizes cooking surfaces at the end of the shift.*

*Performs inventory checks and completes food storage logs.*

*Line Cook Qualifications/Skills:*

*verbal communication skills*

*Organizational skills*

*Accuracy and speed in executing tasks*

*Ability to work as a team member*

*Follows directions and instructions*

### **Typical Schedule:**

*Position needs flexibility as we service our guests from 7am to 10 pm 7 days a week. We have low and high parts of the season per reservation bookings. Typically a slower start then busy till the end.*

**Seasonal changes to job duties or available hours:** Yes

*We will need everyone to help out as business increases throughout the summer!*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$17

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$680

**Bonus:** Yes

*Goal based bonus. Every 2-months staff can receive \$200 bonus if customer satisfaction & revenue goals are met. Could receive up to \$600 total. Monthly breakout: May & June July & August Sept. & Oct.*

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 36

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

*Business needs will change based on the weather, guest occupancy levels, holidays and busy times of season.*

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

**Overtime Policy:**

*Yes, paid after 40 hours*

**Job-Specific Benefits:**

*FREE Grab N Go Breakfast and Retail meals discounts. FREE laundry provided! FREE weekly trips into town for the grocery store. FREE hourly shuttle to town and back!*

## JOB REQUIREMENTS

**English Level required:**



**Upper-Intermediate**

**Required to be 21+: No**

**Previous Experience required: No**

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 50lbs/22kgs*

*Description:*

*Lifting food, dishes, and supplies up to 50lbs.*

*Standing for entire shift*

*Handling cleaning chemicals*

**Job Training required: Yes**

*Length of job training:*

*On the job, and ongoing as necessary*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Basic food service training. Possibly serv safe as well*

**Need to wear uniform: Yes**

*Uniform Policy:*

*Uniform will be provided. Employees will need to bring khaki or black pants.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** *Yes*

*Description:*

*Uniform Provided by Resort. Please no spandex, sweatpants, short skirts or shorts, and/or ripped clothing.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Shopping Trips, Potlucks or Dinners, Holiday Events, Company Parties, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Movie or Game Nights, 4th of July Festivities, Acadia National Park, Employee campfires*

**Additional Details about Cultural Offerings:**

*If you love the outdoors and living a healthy active lifestyle then Mount Desert Island & Terramor Outdoor Resort is the job for you.*

*Acadia National Park is known as the crown jewel. Offering over 27 miles of scenic roadways, 158 miles of hiking trails, and 45 miles of carriage roads.*

**Local Cultural Offering:**

*Opportunities to explore are endless. Downtown Bar Harbor has unique shopping & night life, while our partnerships with community organizations like Friends of Acadia provides volunteer opportunities and education events both onsite and offsite.*

*We lead group hikes, offsite activities & more.*

## 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:**

*Our housing units are on property with less than a two-minute walk to our main lodge. There is a "free" bus stop onsite, the "Island Explorer," which runs every hour from 8:00 a.m. to 10:00 p.m. The bus directly takes you into downtown Bar Harbor. From there you can access different bus routes taking you to all major areas of Acadia National Park and other communities located on the island, Southwest Harbor and Northeast Harbor. In addition, we have a staff shuttle which will run to Ellsworth weekly for major shopping essentials. These are scheduled trips. Amenities Include: TV, refrigerator, bedding/linen provided, microwave, telephone, utensils, private bath, air conditioning, cookware, stovetop.*

**Lease Agreement:** No

**Onsite Amenities:**

WiFi: Yes

Description:

We offer free Wi-Fi access to our employees

Phone Service: Yes

Description:

We have cell boosters along property for better cell service

Kitchen facilities: Yes

Description:

All units offer a kitchen, a community area, outside grills, fire pit and seating.

Laundry facilities: Yes

Description:

We have a employee laundry facility with (free) laundry service

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Housing units are twin beds. We do have limited space for couples.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$50

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: Quick, easy walking trail to work

## ARRIVAL INFORMATION

**Arrival Instructions:**

**Getting Here**

**Bar Harbor Airport**, located in Trenton, Maine, is the closest airport. With constant flights from Boston (BOS) offered by Cape Air. Terramor is located only 5 minutes from the Airport.

**Bangor Airport (BGR)** is the closest major airport to Bar Harbor, only 45-minutes by car.

**Portland Airport (PWM)** is Maine's largest airport which is approximately 4-hours from the Terramor property.

**Boston (BOS) Logan International**, located in the state of Massachusetts, is approximately 5.5-hours away. This is the largest international airport nearby.

**Downeast Transportation** is our primary Bus line connecting Bangor Airport and Bus terminals to Bar Harbor.  
<https://www.downtowntrans.org/schedBarHarborBangor.html>

Boston & Portland airport offers Enterprise rental car or Concord Trailways / Greyhound bus transportation to Bangor.

During onboarding and end-of-season, we will offer transportation to and from the Bangor or Bar Harbor Airports within operating hours as long as you are in communication with your employer at least two weeks before you arrive. You **MUST** email your itinerary to your employer, so they can discuss arrival details with you. Pickup from Bangor or Bar Harbor is not guaranteed, but we will make all efforts to help pickup, or advise on alternative methods of getting to Terramor.

#### **Suggested Arrival Airport:**

Bangor International Airport (BRG), BGR, Less than 50 miles

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

#### **If arriving after regular hours:**

#### **Suggested After-Hours Accommodation:**

Quality Inn Bangor  
250 Odlin Rd  
Bangor, Maine 04401  
\$75 to \$100

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** No

#### **Social Security Number:**

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

Details about how to apply for Social Security Number:

Participants **MUST** apply for their Social Security card in Bangor before coming to Bar Harbor, even if that means staying overnight in Bangor. Once you come to Bar Harbor it is very expensive and time consuming to go back to Bangor. Here is some information from CIEE about applying for Social Security: <https://www.ciee.org/in-the-usa/research-training/intern-professional-training/resources/sevis-social-security-number> Here is some information about the hours and location of the Bangor Social Security office: <https://www.ssoffice.com/bangor-social-security-office-so599> We will have scheduled dates that our employee shuttle will transport students to the social security office

Nearest SSA Office: Bangor, Maine, Less than 50 miles

**Other:**

*Wage Payment Schedule:*

*Participants will be paid bi-weekly via direct deposit. Please refer to the employee welcome packet for more information. Be prepared financially, the first paycheck might be three weeks out from your start date.*

*Meal Plan: Not available*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Participants should look neat and professional. We will provide a uniform top and hat, participants should bring black or khaki pants and shorts, as well as comfortable, closed-toed shoes. Please refer to employee welcome packet for more information about uniform and items to pack.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Standard Expectations Include:*

- Greet all guests*
- Stocking and inventory of merchandise items*
- Maintaining and cleaning all areas of the resort property, including outside areas, guest tents, lodge, restaurant, employee areas, 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*
- Cell phones are not allowed in areas of work that are guest facing*
- Smoking is not allowed on the resort or inside any employee housing units*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*General Store, Mainly Meats BBQ*

***Walking Distance from Housing:***

*General Store, Mainly Meats BBQ*

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

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

