



Mudman Burgers Columbia Falls - Crew Member

HOST INFORMATION

Company Description:

At Mudman Burgers our desire is to serve our customers a five-star experience, not only by serving our delicious hamburger but also by providing exceptional customer service and an inviting family-friendly atmosphere. We believe in doing so we can make a positive difference in our customers' day. Mudman's signature burger recipes are what our customers love but the culture of benevolence is the heartbeat behind our restaurant. Our mission is to support non-profits that benefit our local community as well as programs that serve children in third-world countries. We also strive to enhance the lives of our employees by offering an atmosphere of respect and valuable work experience that will enrich their future. We hope that everyone who serves as a part of our team will look forward to transforming the lives of our customers, our community and children around the world.

Mudman Columbia Falls is located in Columbia Falls. It is fifteen minutes from a resort town called Whitefish, MT and just a 25 minute drive to Whitefish Mountain Resort . There will be opportunities to enjoy paddle boarding on the lake, hiking in the mountains and also to visit Glacier National Park. Glacier National Park is only 45 minutes away that over 2 million visitors from around the world come to see the natural beauty of the Rockies.

Host Website: <https://mudmanburgers.com/>

Site of Activity: Mudman Burgers Columbia Falls

Parent Account Name: Mudman LLC

Host Address: 1116 9th Street West Columbia Falls , Montana , 59912

Nearest Major City: Kalispell , Montana , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

Mudman Burgers is a family devoted to making the perfect burger every time. We're looking for great personalities and strong work ethics to help us give great customer service every day.

Looking for:

High energy people

Solid character

Able to work fast and efficiently

Great chemistry with people

Restaurant experience is great, but not required

Ability to lift 50 lbs.

This role will include food prep, kitchen line work, cleaning, washing dishes, possible customer service. Participants should be comfortable working in the kitchen.

Typical Schedule:

7am to 8pm are hours of operation. Hours will vary week to week but will be working min 5 days a week with the potential of 6 days. We are

closed Sunday with potential for overtime

Drug Test required: No

COMPENSATION

Hourly Wage: \$12

Eligible for Tips: Yes

Tips are pooled (4-10 an hour more in tips)

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:

Season is pretty consistent throughout

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

After a 5 hour shift, employee's get free meal.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

May be lifting throughout shift, ex. potatoes, etc.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

4-7 days

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Food safety and role training

Need to wear uniform: Yes

Uniform Policy:

Company shirt, black pants, and nonslip shoes. Shirt provided

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Black pants and closed toe, non slip shoes required. Please refer to company handbook page with company standards.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Potlucks or Dinners, Shopping Trips, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

*We take all our participants to Glacier National Park and have done **rafting trips** in the past! We also have a staff party during the season.*

Local Cultural Offering:

County fair in August! There many opportunities for the participants to go to rodeos and explore nature.

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:

Apartment, 1 bedroom, 1 bathroom apartment with 1 loft bed and 2 beds on frames. Fully equip kitchen, laundry down the street. Kitchen wit stove/oven, microwave, full refrigerator with freezer. Kitchen is stocked with utensils and cookware. No cable. No AC. TV, Internet and utilities of water, electric and gas included. Couch and coffee table in living room, small dining table.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WIFI access

Phone Service: Yes

Description:

Reliable cell service

Kitchen facilities: Yes

Description:

Full kitchen in apartment

Laundry facilities: No

Description:

Laudramat less than 0.5 miles away

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 3

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 3

Rooming Arrangement Description:

No it is a single apartment on the ground floor. You can request to live with friends as long as they are of the same genders.

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: Yes

Cost: \$100

Description:

Housing deposit will be deducted from first paycheck and returned with last paycheck. If student does not fulfill commitment total housing costs for program timeframe will be deducted from final paycheck.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Housing deposits are refundable as long as there are no damage or loss of property during their stay.

Details About Deposit Refund:

Housing deposit will be deducted from first paycheck and returned with last paycheck. If student does not fulfill commitment total housing costs for program timeframe will be deducted from final paycheck.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Across the street

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: Yes

Bicycles are not provided: No

Bicycles are available to rent: No

Estimated cost: \$

Description: Bicycle are available for in town commute

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: Transport will be provided if they work at our other locations. There will also be scheduled trips to Kalispell for shopping

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: There are free shuttles available to Kalispell and whitefish

ARRIVAL INFORMATION

Arrival Instructions:

Students should fly in to Glacier International Airport (FCA) in Kalispell MT. In most cases students will be taken to the grocery store when they arrive or the following morning. Would recommend students arrive on Wednesday or Thursday so that they can go to social security the next day.

Additionally AMTRAK does also have a train stop at Whitefish, MT.

Students MUST email their arrival information to Joanna Chung at mudmanmontana@gmail.com or via text at (406) 300-2676 at least 2 WEEKS prior to arrival to the United States. Please send us your arrival information including time, airline and flight number and we will arrange for your transportation to the home. Details about a scheduled pickup will be communicated to the student prior to their departure.

Suggested Arrival Airport:

Glacier International Airport, FCA, Less than 25 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Glacier International Lodge
4150 US Highway 2 E
Kalispell , Montana 59901
<https://glacierinternationallodge.com/>
\$100 to \$150*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

Students will be taken to the Social Security office as soon as possible. Students should have all necessary documentation completed.

Nearest SSA Office: Kalispell, Montana, Less than 25 miles

Other:

Wage Payment Schedule:

Bi-weekly via direct deposit

Meal Plan: Optional

Estimated Cost Per Day: \$0

Meal Plan Description:

Free employee meal after 5 hours of work

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All employees are to arrive at work clean, well-groomed and odor-free. Nails shall not protrude beyond the fingertips. Hair must be clean, and groomed. All hair shoulder length must be tied back or in an approved hair restraint such as a Mudman Hat. Facial hair is allowed but must be groomed and less than half an inch in length. Body art that may be deemed offensive must be covered while in uniform

Second Job Availability: Yes, likely

Applicable Company Policies:

EMPLOYEE WORKPLACE POLICIES

MudMan Corporate Culture

Customer Service – A Culture of Hospitality

Every MudMan employee has the opportunity and to do something great while at work. By striving to provide customers with a great experience, you'll leave work fulfilled and satisfied. Our goal as a company is to help customers feel good by providing not only fantastic food, but also efficient, courteous service in a safe, clean and welcoming environment. This is a foundational requirement for all MudMan employees. Some tips for achieving this are:

- *Be respectful*
- *Smile and be friendly, even if they aren't*
- *Be efficient, but not pressuring or rushing the customer*
- *Look for the good in any situation*
- *Never push back or argue with a customer*

Cheerfully notify a manager before things escalate in a conflict.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel," by Maya Angelou.

Food Safety

Food safety is a top MudMan priority and its importance cannot be overemphasized. For this reason, all MudMan employees are trained in these areas of focus:

- *Basic Food Safety*
- *Personal Hygiene*
- *Cross-Contamination & Allergens*

- Time and Temperature
- Cleaning and Sanitation

Upon completion of this requirement, all employees shall always strictly abide by the procedures and policies of the food safety program and without exception.

Attendance & Punctuality

Employees are expected to report to work as scheduled, on time and prepared to start work. Deviations from your scheduled time such as late arrivals, early departures are disruptive not acceptable. If you arrive late, you must notify your manager or supervisor as soon as you arrive. If you know you're going to be late, you must notify your supervisor at least two hours, or as soon as possible, prior to the scheduled start of your shift. While helping mitigate disruptions for your co-workers, it does not excuse the tardiness. Furthermore, once scheduled, you are expected to complete your shift. If you are unable to do so, you must notify your supervisor. Chronic tardiness, meaning 3 or more instances per 180 calendar days, may be subject to disciplinary action. No call-no show may be grounds for immediate termination.

Personal Appearance

MudMan maintains a high standard concerning uniforms and personal appearance and expect our employees to present a professional appearance as this is an important element of providing outstanding service to and instilling confidence in our customers. An attractive, professional uniform and overall appearance will communicate to customers that we care about customer service, quality, and cleanliness. Our business will, consistent with the requirements of federal, state or local law, consider making reasonable accommodations with respect to dress or grooming requirements that are directly related to a team member's religion and/or ethnicity. Please notify your supervisor if this applies to you.

Tip Policy

Tipping by customers is allowed and encouraged as an incentive and reward for excellent customer service. All tips are pooled each day and then allocated to each employee according to hours worked bi-weekly with your paycheck.

Drug and Alcohol Use

MudMan is a drug and alcohol-free workplace. No illegal drugs or alcohol is allowed on the premises. Failure to comply is grounds for disciplinary action and possibly termination. Smoking Policy MudMan is a smoke-free workplace. No smoking is allowed on the premises, including outdoors and when on break.

Cell Phone and Texting Policy

Employee's cell phone or other personal electronic communications devices should not be on or with them while they are on duty at the restaurant. They are not to be used other than on break and must be turned off or in airplane mode during the shift. Exceptions may be made at the manager's discretion when they are to be used to communicate between leaders and management. Use of electronics while on shift and not on break may be subject to disciplinary action.

Social Media Policy

Social media postings made representing MudMan as an actively employed MudMan employee must adhere to the policies of this handbook, maintain the confidentiality of MudMan property, and be courteous and respectful. Be aware that anything you post that negatively affects your job performance, that of co-workers or in any way adversely affects customers, suppliers and people who work on behalf of MudMan's legitimate interests can result in disciplinary action, including possibly termination.

Non-Employees

No family member, friend, or any other person not employed by or providing services to MudMan under the direct supervision of a manager, shall be allowed behind the front counter or anywhere outside of the general customer area.

Weapons in the Workplace

MudMan is a weapon's-free workplace. Firearms and other weapons are strictly prohibited on the premises.

DRESS CODE

Clean, unripped black pants (knee length shorts allowed) Clean non-slip, close-toed shoes Clean Socks A black, long-sleeved shirt may be worn under the MudMan shirt

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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

In Town, Requires Transportation:

Shopping Mall, Restaurants, Public Library

Unavailable:

Internet Cafe