



## Mudman Burgers Whitefish - 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 Burgers Whitefish is located in the heart of our charming resort town. It is five minutes from Whitefish Lake and downtown and just a 15 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.*

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

**Site of Activity:** Mudman Burgers Whitefish

**Parent Account Name:** Mudman LLC

**Host Address:** 105 Wisconsin Ave Whitefish , Montana , 59937

**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:**

*8am 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:**

House, 2 Bedroom, 1 bath house shared where 4 people will stay. One room will be furnished with three single twin beds with bedroom linens and bathroom linens included. Other bedroom will be occupied by another tenant. Small kitchen with fridge, freezer, microwave, two burner stove and convection oven. TV, Internet and utilities of water, electric and gas included. No AC. Kitchen is stocked with utensils and cookware. Living room consists of couch, dining table and coffee table. Basement has ability to store some things and also washer dryer. CABLE TV is not included. 916 Second Street East, Whitefish, MT 59937.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Internet provided and access available by wifi

*Phone Service: Yes*

*Description:*

*Reliable cell service or wifi calling. Alexa device may be available.*

*Kitchen facilities: Yes*

*Description:*

*There is a small kitchen in the house with two burner stove, microwave/convection and water pot. Also utensils and cookware provided.*

*Laundry facilities: Yes*

*Description:*

*Laundry in the basement*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 3*

*Maximum Occupancy Per Room: 3*

*Suggested Occupancy Per Room: 3*

*Rooming Arrangement Description:*

*Housing is not co-ed. All three Mudman J-1 participants will be in the larger room with a shared bathroom. You can request to live with your friend as long as they are employees of J-1*

**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: Mudman worksite is less than one mile from housing. Bikes or scooters will be provided for use as well.*

*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: East bike lane all the way to restaurant*

*Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: This will be provided if student is needed at a different store location or for cultural events. Monthly trips to Kalispell for shopping will also be provided and if convenient, rides may be offered late at night.*

*Local Bus, Subway or Train*

*Estimated commute time: Under 15 minutes*

*Estimated cost: \$0*

*Description: There is a free Snowbus that runs up to Big Mountain to enjoy hiking and other amenities*

## 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](mailto: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>*

*(406) 751-9000*

*\$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." 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, Public Library, Downtown for shopping, Lake*

***Walking Distance from Housing:***

*Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library, Downtown for shopping, Lake*

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

*Whitefish Mountain Resort*

***Unavailable:***

*Shopping Mall, Internet Cafe*