



Rock City - Frontline Partner

HOST INFORMATION

Company Description:

Rock City Enterprises is a fourth-generation, family-owned hospitality company with over 90 years of continuous operation. Our story began in 1932 with the founding of Rock City Gardens, the legendary outdoor attraction perched high atop Lookout Mountain. Since then, we've grown into a diversified portfolio of beloved destinations and hospitality brands.

With around 300 partners (employees) across our businesses and managed contracts, we foster a workplace culture built on shared values. We are deeply committed to our team members and offer learning opportunities, scholarships, and defined pathways for personal and professional development.

Our values are more than words; they are the shared commitments that move us forward: Proactivity. Communication. Innovation, Appreciation. Learning. Accountability.

We are located just a few miles outside of Chattanooga, Tennessee, a beautiful city with a rich cultural heritage, abundant culinary options, countless outdoor recreation activities, and a friendly population. We are conveniently located within a two hour drive of both Atlanta, Georgia and Nashville, Tennessee as well.

Each of our partners (employees) get to take advantage of our SHA membership and Ticket Exchange Program, which provides them with free admission and discounts to local area attractions in and around Chattanooga as well as other cities like Atlanta, Nashville, and Pigeon Forge, TN.

Host Website: <https://www.rockcityenterprises.com/>

Site of Activity: Rock City

Parent Account Name: Rock City Enterprises

Host Address: 1400 Patten Road Lookout Mountain , Tennessee , 30750

Nearest Major City: Chattanooga , Tennessee , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

- *Deliver excellent guest service to internal and external customers in alignment with Rock City Enterprises' mission, culture, and values.*
- *Model the values of the Culture of Excellence in all guest and partner interactions.*
- *Operate Point of Sale (POS) systems to process transactions accurately and efficiently*
- *Engage with guests and provide accurate information when needed.*
- *Maintain cleanliness and organization of workspaces, retail outlets, food outlets, gathering spaces, restrooms, parking lots, and other guest-facing spaces.*
- *Stay knowledgeable and up to date with Rock City products, offerings and special events as well as other local area attractions.*
- *Assist with performing opening and closing procedures when assigned and as needed for each team.*

- Assist with monitoring the trails, guest gathering spaces, parking lots and bathrooms for litter and clean restrooms according to schedule.
- Maintains knowledge of food safety standards and menu items for food locations.
- Assists in the preparation and service of food and beverages.
- Assists with directing traffic and parking guests when instructed.
- Perform other duties as assigned by management.

Education & Experience

- High school diploma or GED preferred.
- Minimum 1 year of experience in hospitality, customer service, or a related environment preferred.
- An equivalent combination of education and experience may be considered.

Knowledge & Skills

- Ability to display a professional, polite and engaging image to guests and partners.
- Ability to work effectively with multiple teams and operate in a fast-paced environment.
- Ability to communicate effectively and professionally with peers and leaders.
- Ability and willingness to shift quickly between tasks and teams when asked to adjust to the needs of the operations and ensure a positive guest experience.
- Ability and willingness to learn and train on multiple guest-facing teams
- Ability to resolve issues, coach team members, and support operational needs.
- Ability to perform basic math functions and handle money accurately.

Typical Schedule:

Daytime shifts are generally 9am to 4 or 5pm. Evening shifts are generally 4 to close (10 or 11pm). Partners must be willing to work evenings and weekends as needed.

Drug Test required: No

COMPENSATION

Hourly Wage: \$13.25

Eligible for Tips: Yes

Tips are calculated using a pooling system where partners are given a share of the total tip amount for their shift.

Estimated weekly wages including tips: \$550

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: 48

Potential fluctuation in hours per week:

Hours worked will depend on expected attendance at the attraction. Peak weeks are usually during holiday weekends or summer breaks, low hour weeks can be the result of weather or other factors.

Average number of hours per week reached by last year's seasonal employees: 1

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Discounts on food and retail at Rock City, Starbucks, and Clumpies Ice Cream. Active employees are also eligible for free admission to SHA locations and can take part in our ticket exchange program.

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 required to lift up to 50 pounds on occasion; regularly walk, stoop, bend or crouch. Frequent work with hands and fingers is required.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

40-80 hours

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

ServSafe Food Handler certification training, general food safety and prep training, general job specific training including operating Point of Sale systems, guest service training, and general knowledge training.

Need to wear uniform: Yes

Uniform Policy:

Uniforms must be kept clean and neat at all times. Partners must wear their uniform as their top/most outer layer and must maintain a professional appearance to guests. Full uniform and personal appearance policy will be provided.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniform shirts must be worn at all times while on duty and pants/bottoms must be a specific color, depending on which uniform participants area assigned. Partners must maintain good grooming and personal hygiene practices and must maintain a professional, neat appearance at all times. Full dress code policy will be provided.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Sporting Events, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

The Chattanooga area is known for being a hub for outdoor recreation and also regularly hosts music, art and cultural festivals. Additionally, all partners who work for us receive free admission into any Southern Highlands Attractions locations, which are scattered throughout the region.

Local Cultural Offering:

We have very strong partnerships within our community and offer a number of different discounts to local attractions. The city also hosts music, art and cultural events throughout the year on a regular basis.

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:

4 bedroom, 2.5 bath house. Full kitchen. Walking distance to work location. Full heat and air, refrigerator, microwave, washer and dryer, linens provided.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WiFi will be available through the Chanticleer Inn network.

Phone Service: Yes

Description:

Reliable cell phone service is available in the area. We also have landlines available during normal business hours.

Kitchen facilities: Yes

Description:

Full-size residential kitchen with basic utensils and cookware will be available for use by the participants.

Laundry facilities: Yes

Description:

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 1 - 4

Rooming Arrangement Description:

Participants will be housed in rooms with up to 3 other students. Bathrooms will be shared amongst all participants. Requests to room with friends will be considered but not guaranteed. The house will be co-ed and males and females will be housed in separate rooms. The house has a full kitchen and participants will be able to prepare their own food as needed.

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: Yes

Cost: \$100

Description:

Housing deposit must be made upon arrival. Payment can be made with cash or card, US Dollars only.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

See housing contract for details.

Details About Deposit Refund:

Deposit will be included on final paycheck.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: less than 5 minute walk.

ARRIVAL INFORMATION

Arrival Instructions:

Airport Options for Arrival:

Chattanooga Metropolitan Airport (CHA):

This is the most convenient airport to fly into, although flights may be limited. Students arriving or departing from this location will be transported by a company representative and driven to the housing location. Pickup times will depend on student arrival times so please communicate arrival times in advance if possible.

Hartsfield-Jackson Atlanta International Airport (ATL):

Those arriving at this location will need to travel via shuttle or bus to Chattanooga, which is about a 2.5 hour drive. This is a large international airport so there should be many flight options for students. Students will be picked up by a company representative once they arrive in Chattanooga.

Nashville International Airport (BNA):

Those arriving at this location will need to travel via shuttle or bus to Chattanooga, which is about a 2.5 hour drive. This is a relatively large international airport with many flight options for students. Students will be picked up by a company representative once they arrive in Chattanooga.

Transportation recommendations:

Groome Shuttle Service

Greyhound Bus Service

Both options are available for both the Atlanta and Nashville airports. Students will be picked up by a company representative when they arrive in Chattanooga. Travel time from bus station to housing location is 15-20 minutes.

Once students have arrived, transportation will be provided by the company for shopping, trips, and other activities. We will arrange for the students to go to the Social Security Office within the first 48 hours of their arrival. Work locations will be within walking distance of student housing.

Contact information for travel arrangement confirmation:

Name: Trey Shoemaker

email: trey.shoemaker@rockcityenterprises.com

phone: 865-604-3058

Suggested Arrival Airport:

Chattanooga Metropolitan Airport, CHT, Less than 10 miles

Hartsfield-Jackson Atlanta International Airport, ATL, Over 50 miles

Nashville International Airport, BNA, Over 50 miles

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

If arriving after regular hours:**Suggested After-Hours Accommodation:**

La Quinta Inn & Suites by Wyndham

7051 McCutcheon Rd.

Chattanooga, Tennessee 37421

wyndhamhotels.com

423-225-3649

\$75 to \$100

MainStay Suites Chattanooga Hamilton Place

7030 Amin Dr

Chattanooga, Tennessee 37421

mainstaysuiteschattanooga.com

423-485-9424

\$75 to \$100

Comfort Inn & Suites Hamilton Place
2341 Shallowford Village Dr.
Chattanooga, Tennessee 37421
choicehotels.com
423-899-5151
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Participants will need to complete an application and onboarding process through our online portal. This can be done prior to their arrival. We will include the housing agreement in the onboarding material. Uniforms will be provided when they have arrived. All participants will be required to provide their own pants, shirts or skirts (must be black) and shoes (tennis shoes or boots, no sandals). Shirts and hats will be provided.

Social Security Number:

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

Details about how to apply for Social Security Number:

Transportation will be provided to participants to the social security office to apply for their social security number.

Nearest SSA Office: Chattanooga, Tennessee, Less than 25 miles

Other:

Wage Payment Schedule:

Every other Friday (2 week pay periods). Participants can get paid via paycard or direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

General appearance guidelines are that students must practice good personal hygiene, clothing must be kept clean and neat, and piercings/tattoos must not be excessive or offensive. Full personal appearance guidelines and uniform guidelines will be provided to all students.

Second Job Availability: Yes, likely

Applicable Company Policies:

All participants will receive a copy of our Partner Resource Guide, which outlines all of our company policies in detail. Here are a few key policies:

Standards of Conduct

We want you to be a happy, productive partner here at Rock City Enterprises, and we are committed to your success. However, please be aware that certain types of behavior are unacceptable, and will result in disciplinary action, up to and including the termination of your employment. While this list is not all-inclusive, here are some examples of unacceptable behavior:

- Violation of Rock City Enterprises' Substance Abuse policy.
- Stealing from the company, another partner, or a guest. This includes theft of money, merchandise, food, or other items.
- Physical violence while on the job, or threats of violence.
- Harassment of another partner or guest.
- Rudeness to guests and fellow partners.
- Insubordination, defined as failure to follow the directions given by a Team Leader or Manager.
- Using profanity within hearing of any guest or directed at another partner or member of management.
- Repeated violations of uniform or appearance policies.
- Willful or negligent destruction of company property.
- Failure to follow work and safety guidelines.
- Failure to adhere to other company policies and procedures.

Infractions of the Rock City Enterprises policy not sufficient to cause immediate termination of employment will result in performance counseling and may include written disciplinary warnings. In general, partners will be given an opportunity to correct their behavior and improve their performance before their employment is terminated. Second written warnings and/or unpaid suspensions may be appropriate depending on the infraction. Multiple infractions of the same or different policies may result in termination of a partner's employment. In all cases, Rock City Enterprises reserves the right to administer disciplinary action as appropriate given the specific circumstances involved in each situation.

Personal Appearance Policy

At Rock City Enterprises, we believe each partner's appearance reflects our values, professionalism, and dedication to creating a welcoming environment. A neat, consistent, and role-appropriate appearance reinforces our brand and supports our mission: *To Create Memories Worth Repeating for Our Guests and Our Partners*. By arriving well-groomed and properly dressed, every partner helps create a safe, positive, and memorable experience for both guests and partners.

Uniforms must be worn as intended, with name badges visible and the uniform as the outermost layer. Clothing or accessories deemed inappropriate or distracting by management are not permitted. Uniform standards may vary by location and will be communicated by your manager or located on team uniform guidelines. Administrative partners should follow a business casual dress code. Accommodations or exceptions to the standard uniform appearance (such as untucked shirts) may be requested for medical, religious, cultural, or other approved reasons. These must be reviewed and approved by management in advance on a case-by-case basis. For questions, contact your Manager or Human Resources.

General Appearance Expectations

All partners must uphold high standards of hygiene and grooming in line with community and workplace norms. This includes:

- Wearing clean, well-maintained, and appropriate clothing
- Maintaining good personal hygiene and grooming habits
- Dressing suitably for specific job duties and environmental conditions

Partner

Partners are expected to arrive on property in full uniform and ready to begin work. Fragrant products such as perfumes, colognes, and scented lotions or hair products should be used sparingly out of respect for those with sensitivities or allergies—especially in shared or confined spaces.

Any pins, buttons, clips, or accessories worn on the uniform—aside from company-issued items—must be approved in advance by management or Human Resources. Unauthorized or inappropriate items are not permitted.

Accommodations: Rock City Enterprises will provide reasonable accommodation for partners whose disabilities or religious beliefs affect their ability to comply with these standards. Please reach out to your Manager or Human Resources if accommodation is needed.

Grooming Guidelines

- **Hair:** Must be styled or secured away from the face, logo, and nametag. A clean, work-ready appearance is required at all times.
- **Jewelry:** Should reflect professionalism and align with the company's brand image. Visible piercings must not exceed the size of a nickel. Jewelry with profanity, offensive images, or inappropriate messaging is prohibited. Necklaces are permitted (excluding chokers).

- *Makeup: Makeup should present a clean, well-groomed, and natural appearance that aligns with our guest-facing standards.*
- *Tattoos: Visible tattoos are allowed, provided they are not offensive, distracting, or inconsistent with company values. Tattoos containing profanity, demeaning content, or inappropriate imagery must be covered. Management reserves the right to request that certain tattoos be covered.*
- *Food Service Roles: Partners working in food service roles are strongly encouraged to wear non-slip shoes to reduce the risk of slips and falls, though they are not required. However, open-toed shoes are not permitted in any kitchen areas. To maintain a safe and sanitary environment, long hair must be securely tied back when working in the kitchen, and a hat or hair covering is required at all times. Dangling jewelry—such as bracelets, long necklaces, and earrings—is prohibited while working in food service roles. Fingernails must be kept clean and neatly trimmed; chipped nail polish is not permitted. Artificial nails or nail polish may be prohibited on specific teams, based on role-specific guidelines.*

Personal Hygiene Standards

Partners must maintain personal cleanliness to promote a professional and respectful workplace. Partners are expected to bathe regularly and wear fresh, clean clothing; keep fingernails clean and trimmed; wear appropriate undergarments; and use deodorant, as you will be working in close proximity to others.

Your appearance should consistently reflect a clean, polished, and guest-ready image. Failure to comply may result in being sent home to make appropriate changes. Repeated violations may lead to disciplinary action, up to and including termination.

Smoking Policy

*All Rock City Enterprises buildings are smoke-free. Partners may not smoke in view of guests & may only smoke in designated areas. Guest smoking areas may also be restricted and will be communicated in each location to which that restriction applies. *For Student Housing, smoking is not allowed inside the house and must not occur in view of guests or neighbors. Vaping is considered smoking for the purposes of this policy.**

Partner Perks

Free admission to Rock City Gardens when not scheduled to work.

Pass Exchange Program: Free admission to other local area attractions.

Southern Highlands Attractions Pass (SHA): Free admission to SHA member attractions. List of attractions listed [here](#).

Partner Discounts: 25% off retail at all locations except Starbucks. 75% off food inside Rock City while on-duty. Free fountain drinks, drip coffee and hot tea (must provide reusable cup). 25% off at Clumpies locations.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants, Internet Cafe

Walking Distance from Housing:

Restaurants, Internet Cafe

In Town, Requires Transportation:

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