



WORK & TRAVEL USA

Aramark Destinations Olympic Peninsula Lake Quinault Lodge - Guest Services Worker

HOST INFORMATION

Company Description:

Surrounded by hiking trails, this is the spot to be if you're an outdoor enthusiast!

Are you looking for a memorable summer? Do you want to have the best summer work experience & make some great new friends? If you said "YES!", then the Lake Quinault Lodge is the place for you! Built in 1926, Lake Quinault Lodge is located in one of the most beautiful locations in the world – a vast lake surrounded by pristine forest. The historic lodge, built in the 1920s, fits right in — a grand, cedar-clad homage to old-fashioned craftsmanship. Inside, a huge, stone fireplace warms a welcoming lobby where guests read, do jigsaw puzzles, play the piano and play games. There are three building which compromise the property – the Boathouse, Lakeside building and the lodge itself.

ARAMARK is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to health care institutions, universities and school districts, stadiums and arenas, and businesses around the world. ARAMARK has approximately 255,000 employees serving clients in 22 countries.

Host Website: <https://www.olympicnationalparks.com/lodging/lake-quinault-lodge/>

Site of Activity: Aramark Destinations Olympic Peninsula Lake Quinault Lodge

Parent Account Name: Aramark Destinations

Host Address: 345 South Shore Road Quinault , Washington , 98575

Nearest Major City: Aberdeen , Washington , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

The Guest Services Worker is responsible for ensuring guest satisfaction by booking reservations, assisting with guest needs, and resolving or escalating any guest concerns or issues. Essential functions and responsibilities of the position may vary by Aramark location based on client requirements and business needs. Will mostly be working Front Desk or Retail.

Greet and provide customer service to guests while anticipating their needs

- *Supply guests or travelers with directions, travel information, and other information such as available services and points of interest.*
- *Book reservations, rentals, and coordinate registration*
- *Operate a register and/or software system to complete cash and credit card transactions.*
- *Answers phone calls and emails and delivers messages as needed.*
- *Maintains excellent customer service and a positive attitude towards guests, customers, clients, co-workers, etc.*

- *Coordinate resolution of guest concerns*
- *Communicates closely with all departments to ensure a seamless guest experience.*

This job profile does not contain a comprehensive listing of all required activities, duties, or responsibilities. Job duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Typical Schedule:

The schedule will vary based on the business demand.

Seasonal changes to job duties or available hours: Yes

Weekly hours may be different due to changes in the operating season. Job duties at beginning or end of season may be different.

Drug Test required: No

COMPENSATION

Hourly Wage: \$16.66

Eligible for Tips: No

Estimated weekly wages including tips: \$533

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Depending on the weather, business levels and holidays there could be a fluctuation of hours. The only time overtime is allowed is if approved by the department manager.

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Discounts in our gift shops of up to 40% as well as free tours and kayak rentals

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: Yes

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Infrequent lifting, pushing, pulling, lifting over your head, etc.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

All on the job training will take place once the participants arrive.

Need to wear uniform: Yes

Uniform Policy:

Clean uniform. Hairstyles and beards/mustaches are to be neat, cleaned and well groomed. Extreme or ragged hairstyles or colors are not allowed. Facial piercings are not allowed during working hours. One pair of earrings is allowed during working hours. All tattoos need to be covered during working hours.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Customer service positions have a business casual dress code.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Holiday Events, Movie or Game Nights, Karaoke Nights or Talent Shows, Company Parties, Potlucks or Dinners

Additional Details about Cultural Offerings:

We focus on regular activities that will help the employees get to know each other as well as experience different cultures. We also have van trips to local attractions and festivals.

Local Cultural Offering:

Port Angeles- there are Farmers Markets on Saturdays and a variety of events held at Field Hall Events Center

Aberdeen- Farmer's Markets and festivals available!

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:

Dormitory style housing. Some housing has a small individual room and others you are sharing with 3 people. There is only one bathroom in each dorm (only one gender per dorm). Employees are responsible to provide their own food. Grocery stores are about 1 hour away by bus. You can also purchase employee meals at the lodge. Laundry facilities are located at the lodge which is a 5 minute walk. Employees have use of kayaks and other boats based on availability. Internet is available only at the lodge which is a 5 minute walk. At Lake Quinault, our lodging charge is \$15.00/day or \$105.00/week. Smoking is prohibited inside Employee Housing. Smoking is only allowed in designated areas. At no point in time are Tenants allowed to smoke in guest areas on property or where they may be visible to guests. Designated areas are at least 25 feet from any building entrances, air intake ducts, windows, and/or bay doors. All cigarette butts must be disposed of in the appropriate trash receptacles and not tossed on the ground. It is illegal for any tobacco product (including cigarettes, cigars and e-cigarettes) to be sold to anyone under 21. In accordance with this legislation, Tenants who are 21 years of age may smoke in designated areas. Tenants who are under 21 may neither possess nor use tobacco in the Housing area or on Aramark managed properties. It is illegal for those of legal age to purchase or provide tobacco products for those under the age of 21. Distribution, sale or providing tobacco to minors is expressly prohibited. Failure to follow these guidelines will result in disciplinary actions and possible loss of housing privileges.

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Internet is available only at the lodge which is a 5 minute walk.

Phone Service: No

Description:

In case of an emergency, the front desk can help any team member reach CIEE. Landlines are not provided in guest rooms or employee housing. Wi-Fi is offered in all employee housing, but can be spotty.

Kitchen facilities: No

Description:

All employee housing comes with a microwave and fridge.

Laundry facilities: No

Description:

Laundry is done off property and is \$1 to wash and \$0.25 per 15 minutes to dry.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:

Students can email living requests prior to arrival. There are no guarantees.

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: \$150

Description:

The deposit will be deducted from your first 3 paychecks at \$50 each.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

The refund will depend upon the condition of the room/ common area upon departure. The housing agreement will have more information about deduction amounts that may be taken for damage.

Details About Deposit Refund:

The deposit will be refunded on the employee's last check.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Students will be able to walk from housing to property, about 5 min or 450 meters - 500 yards

ARRIVAL INFORMATION

Arrival Instructions:

Steps to Arriving at Lake Quinault Lodge

1. You will need to fly into Seattle Tacoma International Airport.

2. From there, you will take the Greyhound Dungeness Bus Line to Port Angeles. It has two pick up times from the airport: 11:50 AM - 4:10 PM and 7 PM - 11:55 PM. This will drop you off at Port Angeles Gateway Transit Center. <https://www.greyhound.com/>
3. From the Gateway Transit Center, you will need to take Bus #14 to the Forks Transit Center. <https://www.clallamtransit.com/route14>
4. You can take the Olympic Connection Route from Forks to Amanda Park <https://jeffersontransit.com/olympic-connection-reduced-service-schedule-fall-2020/>

We prefer that participants plan to ARRIVE ON WEDNESDAYS so please plan your travel accordingly. We may be able to pick you up in Forks depending on the time of the arrival, but it is about a 1 hour drive.

If you plan to arrive after 6:30 PM to the Amanda Park Bus Stop, you may need to stay in Forks or Port Angeles for the night.

Students MUST email their arrival information to Brianna Brown at brown-brianna3@aramark.com at least 3 WEEKS prior to arrival to the United States.

Suggested Arrival Airport:

Seattle International Airport, SEA, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$150 to \$200

If arriving after regular hours:

Suggested After-Hours Accommodation:

Port Angeles Inn
111 E 2nd St
Port Angeles , Washington 98362
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Before you arrive at the location, you will need to complete the following steps. To initiate the process, we will send you a private link that will allow you to apply to the position through our website.

Fill out the application promptly

You will then be sent a job offer, please accept the position

Complete the background check

- If you DO have a social security number already, please input that information
- If you do NOT have a social security number, please select "Applied for SSN". Once you have passed the background check, we will initiate the onboarding process for you.
- Please use 12076 Sol Duc-Hot Springs Rd, Port Angeles, WA 98363 as your home address
- If you do not have a SSN, please put "To Be Applied"
- If you do not have a bank account, select "Paycard" for the payment method
- Your Visa and Social Security Number are issued by the UNITED STATES, your passport is issued by your HOME COUNTRY

Please let us know your travel details at least THREE WEEKS before your start date!

Social Security Number:

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

Details about how to apply for Social Security Number:

We will set up a trip to the Office for you within 1 - 3 weeks of arrival. You may also choose to go to the Office on your own. They are typically open from Monday - Friday from 9 AM - 4 PM. To apply for a Social Security Number, you will need to bring: - Passport - Visa - DS2019 - Application for Social Security Number: <https://www.ssa.gov/forms/ss-5.pdf> - I94: <https://i94.cbp.dhs.gov/I94/#/home>

Nearest SSA Office: Aberdeen , Washington , Less than 50 miles

Other:

Wage Payment Schedule:

Students will be paid with paychecks until social security arrives. Once they receive social security, students may opt for a Wisely Pay Card or Direct Deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Clean uniform. Hairstyles and beards/mustaches are to be neat, cleaned and well groomed. Extreme hairstyles or colors are not allowed. Facial piercings are not allowed during working hours. One pair of earrings is allowed during working hours. All tattoos need to be covered during working hours.

Second Job Availability: No, unlikely

Applicable Company Policies:

*Lake Quinault lodge is located in a **remote** location along the banks of a glacier formed lake. As Lake Quinault offers very limited housing, most staff live in the surrounding area and therefore there are limited activities and social opportunities for seasonal staff outside of work. Lake Quinault Lodge is located in the heart of the Quinault Rainforest and received up to 12 feet of rain per year. Bring your raincoat! It is possible to travel to Seattle, Aberdeen or Port Angeles on your days off using the public bus (access is within walking distance from the lodge).*

- Smoking is not allowed inside or at the work site. There are designated smoking areas around properties that they can utilized.*
- Cell phones are NOT to be used while working. Use of cellular devices is permitted before and after work as well as during breaks.*
- Headphones are NOT to be used while working. It is a safety hazard for employees to have headphones in during working hours.*
- Employees may come across wildlife during there time working in the national park. Do not feed or approach the wildlife.*
- Please plan appropriately for potential encounters with wildlife and inclement weather conditions. This is a rural and rugged landscape, plan appropriately.*
- Any special requests for scheduling needs will have to be coordinated with your manager on your first day.*

COMMUNITY AMENITIES

In Town, Requires Transportation:

