



Santa Cruz Seaside Company - Boardwalk Guest Services

HOST INFORMATION

Company Description:

Santa Cruz Seaside Company allows students to work in a small surf town on the California beach located within the Monterey Bay, part of a national marine sanctuary! Positions are guest-facing, and you'll have the opportunity to interact with guests and improve your English every day!

Housing is provided!

Voted the world's Best Seaside Amusement Park 10 times over the years, the Santa Cruz Beach Boardwalk features both modern and classic thrill rides, restaurants, miniature golf, video game arcades, and family bowling, all located on a mile of sandy beach. While working for Santa Cruz Boardwalk you'll be living in the town of Santa Cruz. Santa Cruz is a small surf town. The housing is located no more than a 10-minute walk to the Boardwalk and beach. Santa Cruz downtown is only a few minutes away. On the main street you can find coffee shops, restaurants, independent shops, and some chain shops like GAP, and Urban Outfitters. Most nightlife ends at 10pm, and by nightlife we mean a few bars you can go out and watch music, comedy and have a few beers. There is not a big nightlife scene in this surf town, because surfers wake up very early to grab the first waves!

You are only a few hours away from San Francisco and Yosemite National Park. This is the experience of a lifetime. Come join the Santa Cruz Beach Boardwalk Team!

Host Website: <http://www.beachboardwalk.com/>

Site of Activity: Santa Cruz Seaside Company

Parent Account Name: Santa Cruz Seaside Company Inc

Host Address: 400 Beach Street Santa Cruz , California , 95060

Nearest Major City: San Jose , California , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Provides the highest level of Guest Service. Jobs will be assigned upon arrival due to the current company staffing needs. Job Opportunities Include: Ride Operator or Food Service Operator. Students MUST be flexible with their job assignments, and switching jobs is not an option.

Physical Requirements to expect:

- Bi-manual dexterity.*
- Able to move equipment which would include pushing, pulling, stooping and shoving.*
- Able to walk, bend, stretch and stand for up to eight hours at a time.*

- Able to climb stairs.
- Able to tolerate exposure to fast motion rides and observe the ride and guests while a ride is in motion.
- Able to maintain consistent attention to the ride and guests.
- Able to work in a noisy, fast-paced environment.
- Able to use arms and legs to operate equipment and to climb stairs.
- Able to work outdoors in the sun, rain and wind.
- Able to lift and to carry up to 40 pounds from ground to waist height.
- Able to work in a noisy environment and may work under black lights with theater smoke.

****We do not guarantee 32 hours per week after Labor Day (September 7th). The park will only be open on weekends after this date. To make up for this, housing is FREE after September 7th if you are scheduled less than 32 hours per week, which will most likely be the case.****

Typical Schedule:

Must have an open/flexible schedule Monday-Sunday from 7am to 1am.

Seasonal changes to job duties or available hours: Yes

We do not guarantee 32 hours per week after Labor Day (September 7th). Please see job description for more details.

Drug Test required: No

COMPENSATION

Hourly Wage: \$17.5

Eligible for Tips: No

Estimated weekly wages including tips: \$560

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:

32 hours are not guaranteed for your first week or your last week but over course of the season, your hours will average out to be 32 hours/week or more.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

20% discount is given to all employees on food items while working.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

please see job description.

Standing for entire shift

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Please see job description. Working in cool or hot conditions: Average temperatures range from 8 Celsius - 22 Celsius during this time of year.

Job Training required: Yes

Length of job training:

training will be provided on the job

Hours per week during training period: 24

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

On the job training is provided in-house. If working in a Food Service position, will be required to obtain a ServSafe certificate within one week of working in department. Supervisor will initiate this testing requirement.

Need to wear uniform: Yes

Uniform Policy:

Uniforms will be issued upon hire. You will be fitted for your uniform by the Wardrobe department. You will be expected to wear your uniform in the fashion they instruct you. Shirts will need to be tucked in and your appearance should be professional.

Cost of uniform: \$0

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

As noted above and per company grooming policy previously posted.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Trips to Nearby/Major Attractions, Movie or Game Nights, Sporting Events

Additional Details about Cultural Offerings:

Seasonal employee kick-off party (for those who arrive by mid-May) and an end of season party for all staff who complete the entire season. Heavily discounted sailing trips on the Monterey Bay. Heavily discounted train rides through the Santa Cruz Mountains and Redwoods. Sporting Events.

Local Cultural Offering:

Employee discounts to other theme parks and attractions, including the World Famous, Monterey Bay Aquarium. Farmers Markets with local produce and different community cultural events in the downtown area. Near enough to big cities that hold concerts and large festivals.

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:

Participants do not get to select their housing, housing will be assigned by program administrator and is non-negotiable. A questionnaire will be sent out beforehand asking for preferences for housing. We will do our best to accommodate your request, but we are not always able to do so. All housing will include a refrigerator (could be mini or full size), bed with linens including a pillow, kitchen tub filled with basic kitchen utensils and cleaning bucket with basic cleaning supplies. Most housing has a kitchen with an oven/stove, those that do not have an oven and stove will be provided with a microwave and hot plate for cooking needs. Most housing has its own, private bathroom. There are a few accommodations that have a shared bathroom located in the building. Any other items needed not listed above are up to the participant to purchase on their own. There are many thrift or second hand stores as well as other affordable options in Santa Cruz where these type of items can be purchased at low prices. Ordering online through Amazon is another good option. Please be aware, much of our housing is located in older buildings. The housing is clean and appropriate for living, however, just older than you may be used to. Housing may be small or large apartments, small cottages, or simply a shared room with cooking capabilities.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wi-Fi is installed in all employee housing. If Wi-fi is not available at move-in time, it will be available at the time of move-in.

Phone Service: Yes

Description:

We do not provide landlines in the housing. Participants arrive with a mobile phone and prepaid plan or purchase one while here. We recommend MINT mobile, purchase online prior to arrival.

Kitchen facilities: Yes

Description:

As stated above, most housing has a full kitchen (microwave not included). The housing without full kitchens have a microwave and hot plate provided for cooking purposes.

Laundry facilities: No

Description:

**Two of the several housing locations have onsite laundry facilities which are coin operated. Most other housing has a laundromat nearby.*

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:

Most housing is apartment style and can range in size from studio apartment to multiple bedrooms. You will be living in an apartment that will accommodate anywhere from two to six people. You may request to live with your friend(s) (up to 3). Co-ed living is NOT permitted, no exceptions. You must be flexible to your assigned living arrangement. We try to mix cultures as often as possible to really fulfill the cultural experience - please expect this!

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$90

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$180

Description:

Housing Deposits will be deducted from your first check.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

In order to receive your full deposit refunded at the end of the season, there must be no damages to the living space and it must be clean. In short, the space should look EXACTLY the way you found it when you arrived when you are leaving. Deductions will be made accordingly.

Details About Deposit Refund:

The deposit will be refunded via direct deposit to your American Bank Account the following pay period after your checkout inspection.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 30 to 45 minutes

Description: Most housing is within a 10 minute walk of the Boardwalk. There are sidewalks provided the entire walking route.

Biking

Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Same as above information for walking. There are bike lanes, however, always exercise caution. Obey all traffic rules and wear a helmet and use a bike light if after dark. You will need to purchase a bike lock as well.

ARRIVAL INFORMATION

Arrival Instructions:

Arrival days for the Boardwalk are Tuesday, Wednesday, or Thursday from 1-5pm and will be specified in your contract and in communications with the Santa Cruz Seaside Company. If you arrive outside of the arrival provided, please call 831.345.2275 until 7 pm. If your arrival date does not coincide with one of the arrival dates and times, you will need to find other accommodations because we can only receive participants on these days and times.

1. *San Jose International Airport (SJC): This is the closer of the two airports (34 miles from Santa Cruz), however, it may be slightly more expensive and fewer options as far as dates and times of flights.*

2. *San Francisco International Airport (SFO): This airport is located about 65 miles north from Santa Cruz. While it is further from Santa Cruz, you may find it more affordable and more options in terms of dates and times of flights.*

Important: Whichever airport you choose, please take note that during "Rush Hour Traffic" (from 4pm to 7pm Monday - Friday), you will be stuck in the commuter traffic. Which if you have good music to listen to or you want to sleep may not be such a bad thing. Santa Cruz is small and many people that live here have their jobs in the bigger cities such as San Jose and San Francisco.

You must arrive in Santa Cruz on the pre-arranged and scheduled date from your interview or another later agreed time via email. We will email you additional information on travel options from either airport to Santa Cruz.

Arrival Option 1: Shuttles

The Boardwalk is about 80 miles south from the San Francisco airport.

Shuttles are a great way to split the cost of travel from the airport to the Boardwalk with other Work and Travel employees.

Once hired, join our Work and Travel WhatsApp to connect with other participants! This is a great place to arrange times to share a shuttle from the airport.

Santa Cruz Airport Shuttles from San Jose, San Francisco, and Oakland International Airports

- *This type of transportation requires that you make a reservation in advance! You must call the number or book a reservation online to schedule a time for pick up.*
- *You will want your drop off destination to be 605 Beach Street, Santa Cruz.*

Early Bird Airport Shuttle

Phone: 831-462-3933

Website: www.earlybirdairportshuttle.com

Rates: for 1 – 2 people:

- San Francisco to Santa Cruz: \$160.00
- San Jose to Santa Cruz: \$ 130.00
- Oakland to Santa Cruz: \$180.00

Santa Cruz Airport Rides

Phone: 831-888-7878

Website: www.santacruzairportrides.com

Rates for a 5 person vehicle:

- San Francisco to Santa Cruz: \$165.00-225.00
- San Jose to Santa Cruz: \$165.00-225.00
- Oakland to Santa Cruz: \$115.00-160.00

Arrival Option 2: Train/Bus Transportation from San Francisco – NOT RECOMMENDED

BART to Caltrains:

Although this may be the least expensive choice, it is also the most difficult. Trains only run until 9:00pm and buses only get you into Downtown Santa Cruz, not to the Boardwalk. You would need to walk from the bus terminal to the Boardwalk and it is **NOT RECOMMENDED** to do so at night. If you can share a shuttle with other Work and Travel employees, it could be less expensive and it will definitely be safer and more convenient.

Website: bart.gov

Rates:

- \$4.80 but you must purchase a “clipper card” for \$3.00 also and load it up with the amount of your train fare. This must all be done with a credit or debit card, no cash accepted.

The SFO BART Station is located on the Departures/Ticketing Level of the International Terminal (Boarding Area G side). BART is easily accessed from any terminal by riding SFO's AirTrain to the Garage G/BART Station stop. There is no charge to board AirTrain. Tickets can be purchased at the SFO BART Station upon arrival. You will want to board BART going southbound to Millbrae station. Get off at the Millbrae station!!!(Refer to the website above for scheduled times.)

Caltrains to Bus #17

Website: www.caltrain.com

Rates:

- \$12.00 minimum

Once you have arrived at the Millbrae station, you want to get on the Caltrain going to the Diridon station (Zone 4). You will need to purchase a ticket at the Caltrains ticket machine. It will cost you at least \$12.00 one way. You will get off the train at Diridon station and go out to the parking lot where the bus stops are. Ask questions if you need directions. You will take bus 17 to Santa Cruz. The cost is \$9 dollars one way.

Train/Bus Transportation from San Jose:

If you are arriving in the San Jose Airport, take VTA #10 Eastbound Bus/Airport Shuttle (the destination sign will read Metro Light Rail Station). This bus will take you to the Metro Station glass gazebo. The Shuttle is free and runs approximately every 15 minutes (allow approximately 10 minutes travel time). Cross over to the Southbound Light Rail track from the glass gazebo bus stop (allow approximately 5 minutes travel time). Take the VTA Light Rail - Alum Rock to Santa Teresa or VTA Light Rail - Mountain View to Winchester. Get off the Downtown Transit Center on 2nd Street. Cross through the alley, across the light rail tracks (watch for trains!!), onto 1st Street. From 1st Street take the Amtrak Highway 17 Express Southbound from San Jose to Santa Cruz (allow approximately 60 minutes travel time).

Bus 17 to the Boardwalk (walking) Directions: Head south on Chestnut Street toward Chestnut St. Ext. Turn left onto Laurel street. Turn right onto Laurel Street Extension. Follow Laurel Street Extension. You will be walking next to the river for a few minutes. Watch out for bikers. Cross the street onto Leibrandt avenue. Follow the road until you see Riverside avenue. Follow Riverside avenue until you reach Beach street. Make a left onto beach street. In 20 feet, the human resources building will be on your left. Almost everyone in Santa Cruz is friendly and can help you with directions.

Arrival Option 3: Uber or Lyft

Website: www.uber.com

Website: <https://www.lyft.com/>

- You must download the Uber or Lyft app to your phone and have internet access to use the app.

Rates per car (3 to 5 people depending on car size):

- From San Francisco to Santa Cruz \$130.00 - \$175.00
- From Oakland to Santa Cruz \$145.00 - \$175.00
- From San Jose to Santa Cruz \$65.00 - \$115.00

Try to request an "Uber Green" car if possible; it is the least expensive option. If you are traveling in groups or want the most direct route to the Santa Cruz boardwalk, we recommend taking an Uber from the airport to Santa Cruz. It is the priciest option if traveling alone. If traveling with or meeting up with others, the cost split of Uber may be cheaper than the above options. You will need to download the app on your phone and have access to the internet in order to access Uber.

Suggested Arrival Airport:

Norman Y. Mineta San Jose International Airport, SJC, Less than 50 miles

San Francisco International Airport, SFO, Over 50 miles

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

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

La Quinta Inn & Suites San Jose Airport
2585 Seaboard Ave
San Jose, California 95131
\$100 to \$150

Travelodge by Wyndham
326 South Airport Blvd
South San Francisco, California 94080
<https://www.wyndhamhotels.com/travelodge/south-san-francisco-california/travelodge-san-francisco-airport-north/overview?CID=LC:TL::GGL:RIO:National:08791&iata=00093796>
(650) 741-4222
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Instructions will be provided after hire. **Please monitor you email and respond in a timely manner.**

Social Security Number:

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

Details about how to apply for Social Security Number:

When you meet with the Work and Travel Administrator for your job assignment, you will be provided with information along with an application to obtain your Social Security Card. The Social Security Office is located in the downtown area of Santa Cruz City and within walking distance of most of our housing locations. You will be provided with an address and map upon arrival.

Nearest SSA Office: Santa Cruz, California, Less than 10 miles

Other:

Wage Payment Schedule:

You are paid bi-weekly according to a preset pay period schedule. Due to this being a preset schedule, it could be almost 3 weeks after you

start work to receive your 1st paycheck. Direct deposit is available and highly recommended.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

We are gender neutral. Any hair color, dyed or natural, is acceptable. Facial hair should be neat (or clean shaven. 3 earrings per ear no longer than 2 inches long, stud earrings not wider than ¼ inch in diameter. Small nose stud 2mm or smaller (location only on side of a nostril). No other visible piercing. Plugs smaller than ¼ inch ok. No tunnels/tapers. No visible tattoos on head, face, and neck. Please read full tattoo policy on our website.

Second Job Availability: No, unlikely

Applicable Company Policies:

Second jobs are possible, however, VERY hard to find. DO NOT count on a second job. If you are lucky enough to secure a second job, their schedule must come secondary to your schedule at the Santa Cruz Beach Boardwalk. We guarantee 32 hours average a week if your schedule isn't limited by a second job. In 2021, many Work and Travel worked overtime hours.

Santa Cruz can be very cold or very hot and everything in between. We are influenced by the beautiful Pacific Ocean so plan for varying temperatures anywhere from 7 to 37 degrees Celsius, no joke!

Smoking is only permitted in designated areas. There is absolutely no smoking allowed in any of the housing units. Santa Cruz in general is not a very smoking friendly city - there are many areas you can be fined for doing so. We will explain the areas you are permitted to smoke upon arrival.

Cell phones are not permitted to be seen at your workstation. If you end up being a Ride Operator, your job and housing will be terminated immediately if you are seen at your workstation looking at your cell phone. Plan to wear a normal wristwatch.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office