



## Aramark Destinations Olympic Peninsula Sol Duc Hot Springs - Resort Worker (Front of House)

### HOST INFORMATION

**Company Description:**

**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 Sol Duc Hot Springs is the place for you!**

Located along the Sol Duc River and surrounded by towering evergreen trees, The Sol Duc Hot Springs Resort provides guests with the opportunity to enjoy the relaxing hot springs in Olympic National Park. Convenient access to the three hot mineral-spring pools, one fresh water pool and the famous Sol Duc falls make this an awesome place to spend your summer!

**Employee Perks:**

- **Employee Parties & Celebrations**
- **A unique and tight knit community**
- **Free access to hot spring pools**
- **World-class hiking opportunities and scenery**

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/sol-duc-hot-springs-resort/>

**Site of Activity:** Aramark Destinations Olympic Peninsula Sol Duc Hot Springs

**Parent Account Name:** Aramark Destinations

**Host Address:** 12076 Sol Duc Hot Springs Road Port Angeles , Washington , 98363

**Nearest Major City:** Port Angeles , Washington , Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*This role is inclusive of any role that is guest facing including guest services and porter.*

**Guest Services:**

- *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 positive attitude towards guest, customers, clients, co-workers, etc.
- Help restocking product and assisting with retail needs
- Communicates closely with all departments to ensure a seamless guest experience.

Porter:

Wiping down tables & chairs after guest use

Filing condiment dispensers

Refilling paper goods such as straws & napkins

Sweeping & mopping the floors

Operating special equipment like vacuums, & etc.

Moves furniture as needed

Assisting the supervisor with any tasks that are needed

At Aramark, developing new skills and doing what it takes to get the job done make a positive impact for our employees and for our customers. In order to meet our commitments, job duties may change or new ones may be assigned without formal notice.

**Typical Schedule:**

Business needs will determine the schedule. Typically, we give people two days off in a row!

**Seasonal changes to job duties or available hours:** Yes

Business needs will determine available hours and schedules!

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$17.75

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$568

**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:**

Free use of the Hot Springs, world class hiking, and great culture.

## JOB REQUIREMENTS

**English Level required:**



**Upper-Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Limited 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 training will be on-site training.

**Need to wear uniform:** Yes

Uniform Policy:

We will provide 2 shirts and non-slip shoes. Please bring black dress pants!

Cost of uniform: \$0

Uniform laundry: Provided at no cost

**Dress Code:** No

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

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

### **Additional Details about Cultural Offerings:**

*We host regular activities that will help the employees get to know each other & experience different cultures. We highly encourage employees to take advantage of the national park & outdoor adventure. We will also do van trips to local attractions/festivals in downtown Port Angeles!*

### **Local Cultural Offering:**

*Local Events Include:*

- Farmer's Markets every Saturday*
- Juan De Fuca Festival in May*
- Lavender Festival in July*
- County Fair in August*

*There is bus service from Fairholm (the closest stop near Sol Duc) to Port Angeles and Forks. You will need to secure a ride to the bus stop!*

## 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:**

*- Sol Duc Hot Springs offers dormitory style housing with up to 6 people per room. - Bathroom facilities are community (male/female) and are located on the same floor as the rooms. - There is limited storage space for clothing and personal items. - Our employee common area has a TV, couches, and games. - There is a gym on the property that is a 2 minute walk from the employee dorms. - WIFI is available but unreliable. - There is no cell phone service. However, there is an employee phone in the hallway in the dormitory and downstairs in guest areas. - Staff have full access to the swimming pool and hot spring pools from 7am - 10pm. - 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 or older 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:*

*Please note that this location is in a National Park and wifi can be unreliable at times.*

*Phone Service: Yes*

*Description:*

*Students have access to an employee landline.*

*Kitchen facilities: No*

*Description:*

*Students will get 3 meals a day in the employee dining room (EDR) as part of meal plan. They are also welcome to buy groceries in town or at the grocery section onsite.*

*Laundry facilities: Yes*

*Description:*

*Free laundry services with a shared washer and dryer!*

***Occupancy Requirements for Provided Housing:***

*Minimum Occupancy Per Room: 4*

*Maximum Occupancy Per Room: 6*

*Suggested Occupancy Per Room: 4 - 6*

*Rooming Arrangement Description:*

*Rooming arrangements are assigned at a first come, first serve basis. Please email HR with any housing requests prior to arrival. We will try to accommodate any requests made, but please know we can not guarantee anything.*

***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 housing deposit will be taken out of three pay checks at \$50 each. Employees will sign forms and housing policy upon arrival.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Refund is based on housing policy deductions and condition of room at time of departure.*

*Details About Deposit Refund:*

*Refunded through employee's direct deposit (pay card or direct deposit)*

***Transportation to Worksite:***

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: The onsite housing is on the second floor above guest areas.*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*Steps to Arriving at Sol Duc:*

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 Fairholm bus stop. We will arrange to pick you up from that bus stop! <https://www.clallamtransit.com/route14>

*If you plan on arriving to the Fairholm bus stop after 6:30 PM, you will need to stay in Port Angeles for the night.*

*We prefer that participants **ARRIVE TO THE PROPERTY BY WEDNESDAY**, so please plan your travel accordingly!*

**Students MUST email their arrival information to Brianna Brown at [brown-brianna3@aramark.com](mailto:brown-brianna3@aramark.com) at least 3 WEEKS prior to arrival to the United States.**

### **Suggested Arrival Airport:**

*Seattle-Tacoma 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.*

1. Fill out the application promptly
2. You will then be sent a job offer, please accept the position
3. 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"
4. 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
5. 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:

The Social Security Office in Port Angeles is located at: 138 W 1st St #113, Port Angeles, WA 98362. 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: Port Angeles , Washington , Less than 50 miles

**Other:**

Wage Payment Schedule:

Students will be paid every second Wednesday. If you do not have a Social Security Number, you will need to choose the Wisely ADP paycard option. It acts similar to a debit card. You may also choose a bank account if you have one or set one up!

Meal Plan: Mandatory

Estimated Cost Per Day: \$0

Meal Plan Description:

Room and board is an all inclusive cost at \$15/day. Students will get 3 meals a day in the employee dining room (EDR).

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hairstyles are to be neat, clean and well groomed. Beards and facial hair must be trimmed and remain neat and clean while working. Facial piercings have to be covered or removed while working. Tattoos need to be covered while working. Employees are responsible for maintaining and cleaning their uniform.

Second Job Availability: No, unlikely

Applicable Company Policies:

- Smoking is not allowed inside or at the work site. There are designated smoking areas around properties that they can utilize.
- 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 their 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.

## COMMUNITY AMENITIES

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

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