



Wilderness At The Smokies - F&B Cook

HOST INFORMATION

Company Description:

There are a lot of perks for working at Wilderness at the Smokies! You will receive discounts to area attractions (and there are A LOT), you can swim in our water park on approved days, receive discounted meals, retail outlet discounts, and most importantly, you get to have fun while you work and meet new friends from all over the world!

Wilderness at the Smokies Water park Resort and Family Adventure Center is a luxurious vacation and meeting destination. Wilderness at the Smokies is located in Sevierville, TN, a popular tourist area, with tons to do! Wilderness is a whole new concept of FUN in the Smokey Mountains! Wilderness is home to the Wild WaterDome, Tennessee's Largest Indoor Water park, which features a see-through roof, multiple water slides, a gigantic wave pool, and a kids area! Outside there are two outdoor water parks, a lazy river and numerous water slides.

Soaky Mountain Waterpark is also part of our property and is a 50-acre attraction for families to enjoy. Soaky Mountain features a massive wave pool capable of generating waves up to 6 feet high, a winding wave river, multiple towering slides, a surfing attraction that will provide thrills and excitement all day long!

New to our location in 2024 was a 40,000-square-foot expansion to our indoor waterpark that includes a 3-story water coaster, indoor lazy river, rooftop bar and grill and rooftop pool with a glass edge.

2025 will bring even more fun with a new first-of-its-kind raft ride called Rafter's Rage!

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

Site of Activity: Wilderness At The Smokies

Parent Account Name: Wilderness Resort

Host Address: 1424 Old Knoxville Highway Sevierville , Tennessee , 37876

Nearest Major City: Knoxville , Tennessee , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

- Prepares, arranges and continually rotates food accordingly, first in, first out. Preparations and food presentations. Ensures adherence to Health Departments' policies and procedures*
- Cleans and maintains kitchen as directed by management, in conjunction with Health Department policies and procedures*
- Reports and documents any observed or known safety hazards, conditions, or unsafe practices & procedures to management immediately*
- Stores and handles food properly, following Health Department requirements*
- Cleans and maintains kitchen as directed by management in conjunction with Health Department policies & procedures*
- Grill, cook and fry food*
- Plan orders to ensure all the items of an order are finished at the same time where possible*
- Adheres to Wilderness at the Smokies standards for guest service*

- Refers guest problems or complaints to supervisor according to Wilderness at the Smokies guest problem resolution "Trail Guide"
- Trains associates properly as directed by management
- Proper rotations, day dotting, organization and putting truck away
- All other duties as assigned by management

Typical Schedule:

Schedules vary by needs of the resort. There are morning, afternoon, and evening shifts, every day of the week.

Seasonal changes to job duties or available hours: Yes

Schedules vary by needs of the resort.

Drug Test required: No

COMPENSATION

Hourly Wage: \$15

Eligible for Tips: No

Estimated weekly wages including tips: \$500

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Resort will be slower at the beginning and end of season. Holidays, weather and seasonality impact schedules.

Average number of hours per week reached by last year's seasonal employees: 35

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

We get an employee discount on food items at the outlets and a \$5 employee meal is offered daily.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Lifting Activities: While performing the duties of this job, the employee is required to:
o Regularly lift up to 10 pounds o
Frequently lift up to 25 pounds o Occasionally lift up to 50 pounds with assistance

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

Should have an interest and/or passion in food and beverage and restaurant work.

Need to wear uniform: Yes

Uniform Policy:

We will provide 2 uniform tops. Participants will need to bring their own black pants and black gym shoes.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

We will provide 2 uniform tops. Participants will need to bring their own black pants and black athletic shoes.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

Smokies Baseball Games

Cultural Dinner Night

Ice Cream Social at the Resort

Hiking Trip in the Smoky Mountains

Visit to Local Attractions

Karaoke Parties

End of the Summer Party

Local Cultural Offering:

"WH Embassy," has cultured theme dinners, and transportation

First Baptist church offers free meals and a drop and go laundry service

Discounts to local attractions. Discounts to Ripley's Believe it or Not Museum, Dolly's Stampede, Hatfield & McCoy, The Island, The Track, and many more!

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:

Wilderness at the Smokies housing will be on the Wilderness property, located at, 305 Gist Creek Rd, Sevierville, TN 37876. Housing will be assigned based on gender and room availability. Requests to live with friends will be taken, but not guaranteed. Each unit will have 4 participants, with a shared bathroom between them. Each unit will have wifi, a mini refrigerator, a microwave, and a private closet (participant must bring their own lock). Participants can purchase bedding (Bed in a Bag) for \$40.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wifi available

Phone Service: Yes

Description:

Wifi is always available to use Whatsapp to place calls. We also have landline phones in the offices at housing.

Kitchen facilities: Yes

Description:

There is a shared kitchen in each building.

Laundry facilities: Yes

Description:

Laundry facilities are at housing. The machines must be paid for use. Coins or card can be used for payment.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 4

Rooming Arrangement Description:

Room requests are taken, but not guaranteed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$95

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

There is a \$50 non-refundable administration charge. There is a \$150 security deposit. These fees plus the first 2 weeks of rent are due upon arrival, paid in cash or card (equals \$380).

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

The \$150 security deposit is refundable, upon check out, if you pass the check out inspection and work until the end date listed on

your DS2019 Form. The \$50 administration charge is non-refundable.

Details About Deposit Refund:

The \$150 security deposit will be added to your last paycheck, if you pass the room check-out, and complete your contract with Wilderness at the Smokies.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: It is less than a mile walk

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: There are sidewalks and bike racks to lock your bike up.

ARRIVAL INFORMATION

Arrival Instructions:

Most students fly into Knoxville, Tennessee. **McGhee Tyson Airport (TYS).**

Students MUST check into housing between the hours of 8:30am-5pm, Monday-Friday and 8:00am - 4:00pm Saturday. You cannot arrive outside of this time, as no one will be here to check you in. If you arrive outside of this time, you will need to arrange for overnight accommodations at your own expense (a hotel room).

Please email your itinerary and arrival plan to Victoria Hurst AT LEAST two weeks before you arrive.

WH Embassy, located in the First Baptist Church, is a local church ministry that offers FREE rides to housing, but spots are limited, so do this as early as possible. The **website: www.setalight.org email: isc@fbcpf.org phone: 865-366-1711**

If you are unable to schedule a pick up, you can take a cab or an Uber. The local cab we recommend are **Forrest Churchill 865-640-1356, Airport Taxi 865-217-0817, and 1-N-Only Airport Taxi 1onlytaxi.com**. We **HIGHLY** recommend scheduling a taxi ahead of time. Phone numbers listed can be contacted on WhatsApp. They will charge per trip, around \$60.00, and it can be split up between friends.

Our housing is located on property and is less than one mile from Wilderness at the Smokies. **Wilderness Housing Address: 305 Gist Creek Rd, Sevierville, TN 37876**

We provide transportation, via a school bus, to Walmart Superstore, twice a week. We also provide a weekly trip to the Social Security Office to assist students applying for their social security card.

Be a tourist!!! There is a local trolley, Fun Time Trolley, that will take you all around Sevierville, Gatlinburg, and/or Pigeon Forge. They have designated stops around these three towns. It is \$35 for a season pass or \$3 for a day pass. **Fun Time Trolley website: pigeonforge.com/trolley** The trolley runs from 8:00 AM - midnight. Tickets for the trolley can be purchased at 186 Old Mill Ave, Pigeon Forge, TN 37863

Suggested Arrival Airport:

McGhee Tyson Knoxville Airport, TYS, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$50 to \$75

If arriving after regular hours:

Suggested After-Hours Accommodation:

Econo Lodge
680 Winfield Dunn Pkwy
Sevierville , Tennessee 37876
www.econolodge.com
865-429-7797
\$25 to \$50

Super 8 Motel
1410 Winfield Dunn Pkwy
Sevierville , Tennessee 37876
www.wyndhamhotels.com/super-8
865-280-0950
\$50 to \$75

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Participants will receive emails with further instruction for providing any roommate requests, uniform sizing, and any nicknames for nametags.

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 help students gather the documentation needed and help them fill out the social security application. Our transportation will take the students to the social security office twice a week. If you miss your scheduled day, you will have to find your own transportation to apply for your social security card.

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

Other:

Wage Payment Schedule:

Participants are paid bi-weekly on Thursdays. Students can obtain a bank account and get paid via direct deposit, or they can be paid via our prepaid debit card.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

The nature of our business defines a crisp, well-groomed image; one that makes our guests feel comfortable when staying away from home. Cleanliness and personal hygiene are an essential part of providing extraordinary service to our guests. As part of the Wilderness team, you are the company's image! Therefore, it is important that you are well dressed and groomed at all times. Tattoos and body piercings are OK, unless it offends a guest, you may have to cover it up and/or take it out.

Second Job Availability: Yes, likely

Applicable Company Policies:

Housing is provided on a first come first serve basis, and assigned by gender. Roommate requests are taken, but not guaranteed.

Cell Phones are allowed on the person, **but can not be used while working**. If participants are on their cell phone while working, they may be told to put it in their locker until they are off their work shift.

Smoking is not allowed anywhere in the building or inside your housing unit. There are designated smoking areas outside.

Alcohol and/or Drugs are not allowed on the property at housing or work, and you are not allowed to consume/use either while at work.

For specific questions on any/all policies please refer to your employee handbook.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

Food Market, Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

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