



WORK & TRAVEL USA

Aramark Destinations South Lake Powell - Guest Services- Boat Rental Agent (Indoor)

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 Lake Powell Resorts & Marinas is the place for you!

Lake Powell is the second largest man-made lake in the US. Wahweap Marina located near Page, Arizona, is the largest marina on Lake Powell. Outside of work, YOU are the one on vacation. Not only can you water-ski, wakeboard, go tubing, rent boats, camp, and explore the canyons and parks of the Grand Circle your entire summer, you can do so at a cost that won't hurt your piggy bank. Partaking in these summer adventures with strangers you now call friends is the greatest reward of our employment.

Employee Perks:

- **Discounts on food, retail, and boat rentals**
- **Daily cultural activities offered from movie and game nights to sunset hikes, community events, and more!**

Aramark is a leader in professional services, providing award-winning food services, facilities management, and uniform and career apparel to healthcare institutions, universities and school districts, stadiums and arenas, and businesses around the world. Aramark has approximately 255,000 employees serving clients in 22 countries. To learn more about Aramark, visit www.aramark.com.

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

Site of Activity: Aramark Destinations South Lake Powell

Parent Account Name: Aramark Destinations

Host Address: 100 Lakeshore Drive , PO Box 1597 , Page , Arizona , 86040

Nearest Major City: St. George , Utah , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Guest Services Workers are the first line of communication for guests renting a boat. Establish a welcoming atmosphere from the minute a guest arrives at the Boat Rentals Office. Guest Services Workers are attentive and always willing to answer questions and resolve guest issue. They execute reservations and educate guests on different boat benefits and add-ons in order to up-sell. Be highly knowledgeable about the marina and surrounding areas and act as a useful resource for all guests. This position requires individuals with high attention to detail, the ability to sell, a strong dedication to customer service, and a positive and friendly attitude.

- Greet all guests upon their arrival at the Boat Rentals Office
- Make telephone and in-person boat reservations and check on internet reservations
- Help customers book boats, jet skis, rooms, and other vacation activities.
- Develop a strong knowledge of all products and services offered in order to constantly upsell.

- Ensure all customers renting boats are checked in and out as efficiently as possible and that all required paperwork is completed.
- Handle cash, traveler's checks, and credit cards in a safe and accurate manner
- Diplomatically handle guest complaints always be polite and maintain a professional manner
- Moderate to heavy cleaning activities to maintain the space will be required. Some cleaning activities may involve bending, squatting, and/or the use of chemicals

Typical Schedule:

7 day a week operation. 7am to 4pm. students should expect a 5-day work week.

Seasonal changes to job duties or available hours: Yes

Weekly hours will be different due to changes in the operating season and business needs.

Drug Test required: No

COMPENSATION

Hourly Wage: \$14.7

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:

Hours may vary based upon staffing levels and business needs

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 on food, retail items, and boat rentals

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

On feet all day occasionally lifting 5-10 kg and using standard office equipment. Work is indoors but may require some outdoor work to assist guests on the docks. Exposure to cleaning chemicals to keep work area clean.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Other qualifications or conditions

Description:

Advanced English required. Previous hospitality and sales experience preferred. Computer literate in MS Office A high attention to detail, ability to sell, a strong dedication to customer service and a positive and friendly attitude. Please be aware this area experiences EXTREME HEAT and summer conditions. This includes temperatures up to 110 degrees fahrenheit (43 degree celsius).

Job Training required: Yes

Length of job training:

Job specific training depends on position.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Students will be emailed uniform requirements prior to arrival. Bring comfortable nonskid closed-toe shoes. Uniform shirts are provided for most positions; check with your supervisor or manager if there are specific requirements for your area.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Dress in the appropriate clean and pressed uniform and present a clean and neat appearance. Hair must be clean, combed and well groomed; no extreme styles or colors. Clean shaven appearance is required unless a beard has previously been grown. Beard length may not exceed 5cm. Jewelry must be conservative, appropriate to working attire and not conflict with job related safety standards. Visible body piercing, with the exception of ears is unacceptable.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Movie or Game Nights, Shopping Trips, Trips to Major City, Trips to Nearby/Major Attractions, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Karaoke Nights or Talent Shows, Cultural Exchange Evening

Additional Details about Cultural Offerings:

Recreation calendars are created with weekly events. Students can visit National Parks, attend movie and game nights, wildlife tours, shopping trips and more!

Local Cultural Offering:

Lake Powell offers access to recreation activities not only at the lake but all over the West. Employees receive houseboat and powerboat rental incentives, free kayaks, boat tours, and access to beaches. Located just a few hours from national parks, you can explore someplace new each weekend.

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 rooms are shared with one other person. Students can bring personal items such as music, books, and special foods but should keep in mind that space is limited in a shared dorm room. If desired they can bring a laptop computer, as limited access to wireless internet is available around property. Employees may also purchase their own mini fridge for use in their dorm room. Housing Address: PO BOX 4690 Page, AZ 86040 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:

WiFi internet is throughout the Housing complex.

Phone Service: Yes

Description:

Students will be able to utilize cell service or use the landline phone in the Human Resources office or in the work department office to contact CIEE.

Kitchen facilities: Yes

Description:

There is a shared kitchen area to use in the Recreation Center.

Laundry facilities: Yes

Description:

Laundry facilities are available in the recreation center. Participants must provide their own laundry detergent.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Rooms may be co-ed if requested by both participants in advance. Please note that no single housing options are available. To reserve your room or to submit a roommate request please email lhousing@aramark.com as soon as possible, but no later than 2 weeks prior to your arrival. Please note that requests are granted on a first come first serve basis and cannot be guaranteed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$35

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$150

Description:

A refundable \$150 housing deposit is required by payroll deduction. The amount will be deducted from the first two pays (\$75 per pay).

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Deposit is refundable as long as there is no damage to the room and the room is cleaned upon a scheduled check-out.

Details About Deposit Refund:

Security deposits will be returned by way of direct deposit to the employee's enrolled bank account or pay card. The timing of this return is dependent upon the check out date. Failure to properly check out may result in a loss of deposit.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Employees can walk down the hill to the resort to access their work site.

Employer-Provided Transportation
Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: The resort shuttle runs every half hour, starting at 7:30 am, during peak season (May-September). The last resort loop will be at 5:30 pm. Resort transportation outside of these hours is not provided and participants may be required to walk to/from their work site.

ARRIVAL INFORMATION

Arrival Instructions:

*All employees must arrive in Page, Arizona prior to their job start date. All start dates are on Thursdays. Aramark will provide shuttle pick-up from the Page airport on **Mondays and Tuesdays only** immediately prior to the start date as needed. The Shuttle will be free to ride, but you must make prior arrangements for pick up by emailing lphr@aramark.com.*

*Air Travel: Travel from your home country to Phoenix (PHX), then book your flight to Page (PGA) separately for Monday or Tuesday only, via the Contour Airlines website. <https://contourairlines.com/en>. If you try to book from your home country to Page, you may not get results. Please do not book air travel to Las Vegas, as there is no flight to Page from Las Vegas. **We only provide shuttle service from the Page Municipal Airport to our location, Lake Powell Resorts and Marina.***

Contour sometimes offers a late afternoon/early evening flight from Phoenix. We strongly discourage you from booking this late flight as often the flight is delayed or cancelled. Should you book this late day flight, which is typically scheduled to land in Page at 8:00 p.m., and there is a delay, we will not be able to send a shuttle for you as we do not have staff working at this time of day. There are no hotels within close proximity to the Page airport. It is much better if you plan on spending the night in Phoenix and taking an early morning Contour flight.

Make sure you email lphr@aramark.com to discuss your travel before booking any flights.

Suggested Arrival Airport:

Page Municipal Airport, PGA, Less than 10 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Clarion Inn
751 S Navajo Blvd.
Page, Arizona 86040
\$100 to \$150*

*America's Best Value Inn
75 South 7th Avenue
Page, Arizona 86040
\$100 to \$150*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Students will need to communicate with the Housing department as soon as Visa has been approved and travel arrangements have been made. They can email LPHousing@aramark.com with questions or concerns.

Please note that we will do our best to accommodate roommate requests, but cannot guarantee such arrangements.

Social Security Number:

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

Details about how to apply for Social Security Number:

Lake Powell Human Resources (HR) will schedule weekly trips and provide transportation to the Social Security office approximately 14 days after a student arrives on the property. Students will be scheduled for these trips based on the earliest arrival date and scheduling needs for each department. The Human Resources office will assist students in filling out the application ahead of time.

Nearest SSA Office: Flagstaff, Arizona, Over 50 miles

Other:

Wage Payment Schedule:

Participants are paid bi-weekly and can choose to sign up for a direct deposit or a pay card. Students will receive a paper check until they set up a bank account. We recommend setting up a US bank account prior to arrival in Page.

Meal Plan: Optional

Estimated Cost Per Day: \$13

Meal Plan Description:

Use employee ID, once activated, in the Employee Dining Room to pay for meals, which is then deducted via payroll. Lunch/Dinner meals cost \$6-\$7. Be prepared to cover costs until cards are activated.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Dress in the appropriate clean and pressed uniform and present a neat and hygienic appearance in the workplace. Hair must be clean, combed and well-groomed; no extreme styles or colors. No dreadlocks. Beard length may not exceed 5cm. Jewelry must be conservative, in good taste, appropriate to working attire, and not conflict with job-related safety standards. Visible body piercing, with the exception of ears, is unacceptable.

Second Job Availability: Yes, likely

Applicable Company Policies:

Students may get a second job in town once they obtain a social security card, however, the scheduling of associates will not be based around a second job. Second jobs will only be found off property. We do not provide transportation specifically for those second jobs, but there is a town shuttle that students can use.

Please be aware this area experiences EXTREME HEAT and summer conditions. This includes temperatures up to 110 degrees Fahrenheit (43 degrees Celsius). We do experience sunny days and clear blue skies which allows time to enjoy the lake and the beauty of the surrounding areas.

Additionally, this area is considered remote, there is a taxi service and airport, but these are the only forms of public transportation in the area. Wi-Fi is not available in the dorms and may only be accessed in the Recreation Center or in other public places on property such as the resort.

Pre-employment drug testing is not required; however, students could be subjected to monthly random testing (and we test for everything, including marijuana).

COMMUNITY AMENITIES

Walking Distance from Housing:

Post Office, Fitness Center, Internet Cafe

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Restaurants, Public Library