



WORK & TRAVEL USA

Aramark Destinations Zephyr Cove Resort and Lake Tahoe Adventures - Front Desk - Marina and Reservations

HOST INFORMATION

Company Description:

Live, Work, and Play at Zephyr Cove Resort - Lake Tahoe, Nevada!

Spend your summer steps from the beach at Zephyr Cove Resort, a historic lakeside destination on Lake Tahoe's South Shore. Work with a friendly, international team, meet staff from around the world, and share your culture while creating unforgettable memories.

Enjoy a mix of outdoor adventure and fun: swimming, kayaking, hiking, floating, beach days, ATV tours, and Emerald Bay cruises on the legendary MS Dixie II. On your days off, explore concerts, farmers markets, casinos, and nightlife just 4 miles away.

Summer in Tahoe is warm and sunny (70–85°F) by day, cool (40–55°F) at night — perfect for adventures and stargazing. Live in staff housing, get discounts on meals, retail, and activities, and take part in team events and excursions.

Zephyr Cove is your basecamp for an unforgettable summer of work, fun, and cultural exchange in a stunning lake-and-mountain setting!

*Apply now and start your Lake Tahoe adventure!
[zephyrcove.com/employment](https://www.zephyrcove.com/employment)*

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

Site of Activity: Aramark Destinations Zephyr Cove Resort and Lake Tahoe Adventures

Parent Account Name: Aramark Destinations

Host Address: 760 US Highway 50 Zephyr Cove , Nevada , 89448

Nearest Major City: Reno , Nevada , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Position Summary:

The Front Desk 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.

***This position will be cross-trained with Marina Services Worker which handles the equipment rentals. That way if there is lack of staffing,*

the person in this position can jump in to assist with rentals.

Essential Functions:

Greet and provide customer service to guests while anticipating their needs

Book reservations and coordinate registration

Operate a register and/or software system to complete cash and credit card transactions

Answers phone calls and emails and deliver messages as needed

Maintains excellent customer service and positive attitude towards guest, customers, clients, co-workers, etc.

Other duties and tasks as assigned by manager

Typical Schedule:

Schedule may vary Monday - Sunday, 9am -6pm. Employees will work 32 - 40 hours per week.

Drug Test required: No

COMPENSATION

Hourly Wage: \$17.2

Eligible for Tips: No

Estimated weekly wages including tips: \$600

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:

Average number of hours per week reached by last year's seasonal employees: 40

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Discounts on Dixie cruises, boat/paddleboard/jetski rentals, discounts at Grill/Restaurant, discounts at gift shop

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds. Physical Requirements: BENDING CONSTANT KEYING/FINGERING NOT REQUIRED HEARING FREQUENT REACHING CONSTANT SEEING FREQUENT SPEAKING FREQUENT STANDING CONSTANT WALKING CONSTANT LIFTING

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

TBD

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

•Shirts: All employees must wear their approved uniform shirt they are provided - neat, clean and presentable. •Pants: Black pants are preferred and Khaki is acceptable in some departments. Pants must have back pockets. No leggings, sweat pants or jeans are allowed. Shorts are only acceptable in the following departments: Marina (Select Positions), Retail, Security, Housekeeping, Cocktail Servers. •Shoes: Black, close-toed shoes required. Slip-resistant shoes are required in select departments.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

At Zephyr Cove, J1 participants enjoy one free MS Dixie II cruise, discounts on activities and dining, and fun employee events. Explore Lake Tahoe on your own- hiking, kayaking, beaches, festivals, and nightlife- for a summer full of adventure and cultural exchange!

Local Cultural Offering:

Heavenly Village Events & Gondola Ride

Live at Lake View on Thursday's at Lakeview Commons

Celebrity Golf Tournament

4th of July Firework Shows on Lake Tahoe

Summer Concert Series

Arts & Culture Fairs

For more events in South Lake Tahoe visit this website <https://tahoesouth.com/events/>

HOUSING AND TRANSPORTATION

Housing Provided: *Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).*

Employer-owned or employer-arranged housing description:

Employees will be staying at one of two properties: Coyote Den or Spruce Apartments. There will be an employer-provided shuttle to and from housing and the worksite from both properties At Coyote Den, each room will have 2 participants per room (Either 2 separate beds or Bunk beds) and each room will have a bathroom. There will be a full kitchen, common area, and internet will be available. At Spruce Apartments, each room will have between 2 and 3 participants per room, but may have up to 6 participants per unit. We offer both Apartments (Studio, One, and Two Bedrooms) or Houses (two bedrooms) These will be a mix between separate beds and bunk beds. Cost & Payment (dependent on housing type and shared room vs. semi-private room) Rent ranges from \$180-\$260 bi-weekly (\$360-\$520 per month) paid via payroll deduction. A refundable deposit of \$320-520 will be collected through deductions from the first four paychecks. Deposit is refundable at the end of the season, minus a \$50 cleaning fee. If you don't work 32 hours per pay period, you will not be charged for housing. If you do meet the minimum of 32 hours of work, you will be charged the full rent. All housing properties are located near shopping centers and on the local bus line (does not go to Zephyr Cove) in addition to available public transportation, Taxi Service, Uber, and Lyft is available in our area. Placement is determined by arrival date and groups traveling together. While we do our best to accommodate couples and groups, we can never guarantee shared accommodations

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

WiFi is available at housing. Some areas of the lodging have better access than others.

Phone Service: Yes

Description:

Most offices have landline phones available for use. There are several cell phone companies in South Lake Tahoe and students can typically purchase new SIM cards to use with service.

Kitchen facilities: Yes

Description:

All units have fridge, stove/oven, sink, storage and microwave access but vary between private or shared.

Laundry facilities: No

Description:

Yes. Laundry facility located onsite.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 2 - 3

Rooming Arrangement Description:

Only same gender are grouped in rooms. If coming as a couple, and interested in sharing a room, you can request it, but there's no guarantee.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$130

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$520

Description:

There are several housing options available, so the refundable housing deposit will range from \$320-\$520 depending on which housing you are in. The deposit will be collected through deductions from the first four paychecks.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Deposit is refundable minus a \$50 deep cleaning fee. Room must be clean and in the same condition upon moving in. Associates must check out with the management team before leaving. No damages to the room and no trash or belongings left behind. All uniforms and company property must be returned.

Details About Deposit Refund:

An inspection occurs upon checkout to verify refund. It will be issued as a separate check or with the final paycheck.

Transportation to Worksite:

Employer-Provided Transportation

Estimated commute time: 15 to 30 minutes

Employer-Provided Transportation is free of charge

Description: Employee shuttle with 2 pick-ups in the morning, and 2-3 drop-offs in the afternoon. Employer will provide participants with any changes.

ARRIVAL INFORMATION

Arrival Instructions:

The best airport to fly into is the Reno-Tahoe International Airport (RNO) located 50 miles away from Zephyr Cove Resort. It is preferred students **arrive on a Tuesday in Reno, NV.**

All participants will START WORK on THURSDAYS ONLY due to orientation schedules. If you book a flight later in the week, you will not be able to start until the following Thursday and any changes that may impact your scheduled start date MUST be relayed to CIEE and your host employer.

Once landing in the United States, please immediately register for SEVIS in your Beacon profile. You may need to wait 3-5 days before applying for social security after applying for SEVIS, but sometimes you can go to the Social Security Office sooner. The SSA Office is located directly across from the airport. Please try to apply for your Social Security Card in Reno before traveling to Zephyr Cove in South Lake Tahoe.

SSA Office: 1170 Harvard Way Reno, NV 89502 Phone #: 1-888-808-5481

Monday 9:00am to 4:00pm

Tuesday 9:00am to 4:00pm

Wednesday 9:00am to 4:00pm

Thursday 9:00am to 4:00pm

On your Application Specify our mailing address or you will not get your Social Security Card

Post Office Box 12309

Zephyr Cove, Nevada 89448

For transportation from Reno to South Lake Tahoe use South Tahoe Express located at the airport.

Visit <http://www.southtahoexpress.com%201-866-898-2463/> or call at 1-866-898-2463. The drive from Reno to South Lake Tahoe is approximately 1.5 hours. Once you arrive in South Lake Tahoe, you can use Uber, Taxis, a bike or our employee shuttle to and from work. (The pickup and drop off times and locations for the Employee Shuttle will be communicated via email or at Orientation)

First Day Orientations are on various days of the week, dependent on student arrival at Zephyr Cove Resort. Please bring the receipt from the Social Security Administration Office, your VISA, passport, I-94 and DS 2019. We will introduce you to our property and you will get your schedule for the week.

Students should email the Zephyr Cove HR Office (LakeTahoe-HR@aramark.com) with their travel information **AT LEAST** 30 days before departing to the United States. This email should follow the following format:

Subject: J1 Arrival Notification

Body:

Hello, I am letting you know I have my flight information to the United States on the J1 Work and Travel Program. My information follows:

Name: [Participant's First and Last Name]

Email: [Participant's Email]

Position: [Participant's Position/Job]

Arrival Date: [Participant's Arrival Date in Reno]

Suggested Arrival Airport:

Reno/Tahoe International Airport, RNO, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Best Western Airport Plaza Hotel
1981 Terminal Way
Reno , Nevada 89502
\$75 to \$100*

*Mellow Mountain Hostel
4081 Cedar Ave
South Lake Tahoe , California 96150
(530) 600-3272
\$0 to \$25*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Instructions for International Hires – Aramark Application & Onboarding Process

All participants must complete an online application for Aramark, even if they already applied through CIEE. This is a separate application required to enter our internal HR system. A member of Human Resources will contact each participant once we receive their contact information. They will provide instructions for completing the Aramark job application. Because this is an international application, it's important that certain parts of the application use a U.S. address. Please review the onboarding instructions carefully.

When filling out the application, participants must use the following U.S. address:

Physical Address (use for the application):

*760 US Highway 50
Zephyr Cove, Nevada 89448*

Mailing Address (for correspondence):

*P.O. Box 12309
Zephyr Cove, Nevada 89448*

After HR is notified of a participant's arrival, they will receive a direct link to complete the application. Please make sure to use the Zephyr Cove address listed above.

Offer Letter, Background Check & Drug Test

An offer letter will be sent at least 5 days before arrival.

Once the offer letter is signed:

- A background check will begin through Checkr.*
- Some positions also require a drug screening.*

Important Notes about Drug Screening:

Results typically take 3–4 business days.

Participants cannot begin work until both background check and drug screening results are cleared.

Drug tests can be done in:

- Reno*
- South Lake Tahoe.*

Participants must arrange their own transportation, but HR can help schedule the appointment.

If you need help scheduling, let HR know which location you'll go to.

Bring your passport or photo ID, and the barcode from Checkr to the test.

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Students should apply for their SSN after arriving in Reno, NV. The Social Security Office is right across the street from the airport. If possible, it is recommended that students visit the Social Security Office after arriving in Reno and before traveling to Zephyr Cove. Social Security Administration Office: 1170 Harvard Way Reno, NV 89502 Phone #: 1-888-808-5481 Hours: 9:00am to 4:00pm Monday 9:00am to 4:00pm Tuesday 9:00am to 12:00pm Wednesday 9:00am to 4:00pm Thursday 9:00am to 4:00pm Friday Closed on Saturday and Sunday and US Federal Holidays

Nearest SSA Office: Reno , Nevada , Less than 50 miles

Other:

Wage Payment Schedule:

Students are paid bi-weekly on Thursdays and have the option of using a pay card or direct deposit. Direct deposit is HIGHLY encouraged and students should set-up an U.S.-based bank account before departing at the end of the season.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Clean uniform required. Slip-resistant shoes required (for kitchen or slippery environments). Black pants required for most jobs, no blue jeans or sweatpants allowed. Hair should be styled conservative & appropriate. For kitchen positions: Jewelry consisting of 1 plain-band ring, stud earrings, necklace secured. No watches or bracelets. Head covered with hair restraint. Any facial hair longer than ¼ inch must be covered with a facial hair restraint.

Second Job Availability: Yes, likely

Applicable Company Policies:

- Cell phones, Bluetooth pieces and ear buds are NOT part of your uniform. These must be put away before clocking in.*
- Participants may find second job within the community but Zephyr Cove is primary job and takes precedent over scheduling.*
- No drug use on property- we are a Federal Park and it is prohibited.*
- We do our best to accommodate couples traveling with program but do not guarantee they will be housed together.*
- We expect all employees to arrive on time for scheduled shifts and to stay for the entire time of scheduled work shifts, unless other arrangements with their immediate supervisor has been made.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants

Walking Distance from Housing:

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

In Town, Requires Transportation:

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