



Arnolds Park Amusement Park - Food and Beverage Attendant

HOST INFORMATION

Company Description:

Things to do: Amusement Park, Water Park, Mini Golf, Go-Karts, Tour the Lakes, Night Life, Golf, Fish, Axe Throwing, Museums, Concerts, Watersports, and MORE!

Staff Perks: Friends and Family Passes, 50% Off Food, Membership to the Park, Membership to the YMCA, Fireworks, Culture Events

Culture Events: Movie night, Soccer Games, Queen II, Go-Karts, Mall of America, Shopping Outlets.

Location: We are a summer destination for tourists guests. We are located right on the lake with a huge night life and concerts.

Nestled in the northwest corner of Iowa, the Iowa Great Lakes include Iowa's largest natural lake, Spirit Lake, and five interconnected lakes: West Lake Okoboji, East Lake Okoboji, Upper Gar, Lower Gar, and Minnewashta. These beautiful lakes are the result of a geological drama that occurred over 14,000 years ago – when the Des Moines Ice Lobe of the Late Wisconsin Glaciation period retreated southward across the upper Midwest. The result was a phenomenon that sculpted the earth with unimaginable power and beauty, fashioning the landscape now known as the Iowa Great Lakes. The chain of six natural lakes, covering more than 12,000 acres with nearly 70 miles of shoreline. Big Spirit Lake is the largest natural lake in Iowa at 5,684 acres. West Lake Okoboji is one of only three blue water lakes in the world, spring fed and 136 feet deep. Water recreational opportunities, from boating to sailing to various water sports, are boundless.

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

Site of Activity: Arnolds Park Amusement Park

Parent Account Name: Arnolds Park Amusement Park

Host Address: 37 Lake St, PO Box 609, Arnolds Park, Iowa, 51331

Nearest Major City: Sioux Falls, South Dakota, Over 50 miles away

PLACEMENT INFORMATION

Job Description:

- Provide warm attention and be polite towards our customers
- Advanced or fluent English is required for this position
- Advanced math skills and knowledge of U.S. currency
- Basic computer skills required
- Represent the Historic Arnolds Park image by coming to work clean and in uniform
- Be on time for your shift
- Respect your superiors and fellow workers
- To participate as part of a team by assisting others when needed
- Responsible for maintaining guest satisfaction. It is important to keep a positive and friendly attitude when you are doing this since you are in the view of the guests at all times

- *Understand the impact that good service, the quality of our products, and the cleanliness of our facility and surroundings has on our guests*
- *Maintain sanitation, health, and safety standards in work areas*
- *Always be ready to identify and resolve customer requests*
- *Fulfill all of the assignments given to you*
- *Follow all Park policies and procedures*

Participants in this role will be working in both the back and front of house, either as a server or kitchen helper, as needed.

Job Specifications

- Able to sit and/or stand for long/short periods*
- Able to Speak great to fluent English – must be able to explain orders and be able to take orders*
- Able to read and write English*
- Able to use basic math skills*

Job Duties and Responsibilities

- Able to receive orders and transmit orders through the point of sale system*
- Able to tolerate approved exposure levels of various chemicals found in cleaning solvents*
- Able to memorize written safety procedures*
- Able to remain alert and attentive*
- Able to lift 30 pounds*
- Must comply with all Health Department, ServSafe, and company regulations pertaining to Food Safety Handling Procedures.*
- Able to smile and make eye contact in order to make a friendly impression when greeting guests*
- Able to comprehend instructions and retain information*
- Able to tolerate a faced-paced, hectic environment*
- Must be flexible in order to handle frequent changes in priorities*
- Able to work outdoors*
- Able prioritize tasks in order to complete duties in a timely fashion*
- Able to cook and prep food*
- Able to maintain good personal hygiene.*

Participants might handle pork in this role.

Typical Schedule:

Days and times vary depending month and season. Typical Schedule can be 5 or 6 days. Guarantee a day off. Split shifts to accommodate second jobs, but second jobs work around first jobs schedules.

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

Hours may change based on operating schedule, park attendance, and weather.

Drug Test required: *No*

COMPENSATION

Hourly Wage: \$13.5

Eligible for Tips: *No*

Estimated weekly wages including tips: \$700

Bonus: *Yes*

Individuals who work until the end date listed on the DS-2019 form or who work through the end of the park season will receive a \$250

bonus.

* All figures above are pre-tax

Estimated average number of hours per week: 55

Estimated minimum number of hours per week: 40

Estimated maximum number of hours per week: 80

Potential fluctuation in hours per week:

Hours may change based on schedule, park attendance, and weather. Can gain extra hours in other departments at regular rate of pay. Students guaranteed 40 hours a week, can work up to 50+ hours a week

Average number of hours per week reached by last year's seasonal employees: 52

Overtime Policy:

No, exempt from paying overtime by law

Job-Specific Benefits:

50% off park food or Greenspace (concerts) 15% off retail in Legend Store or Museum Park Membership - Park rides on off days

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Students may need to lift boxes of membership cards or wristbands.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Be able to stand for long periods of time. Feel comfortable communicating with guests, answering questions, and providing general information about Arnolds Park. Familiarity with U.S. currency and strong math skills helpful for cashier role.

Job Training required: Yes

Length of job training:

1-4 days

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Understand and show you know american currency. Demonstrate effective customer service.

Need to wear uniform: Yes

Uniform Policy:

Participants will receive 2-3 shirts, 1 sweatshirt, 1 pair of pants, 1 pair of shorts, and 1 hat. These items will be required to purchase upon arrival and to wear during work hours.

Cost of uniform: \$99.99

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Participants will receive 2-3 shirts, 1 sweatshirt, 1 pair of pants, 1 pair of shorts, and 1 hat. These items will be required to purchase upon arrival and to wear during work hours.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Potlucks or Dinners, Shopping Trips, Movie or Game Nights, Company Parties, Trips to Major City, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Camp Foster

Additional Details about Cultural Offerings:

Mall of America - Shopping

Outlet Shopping Malls

Queen II excursion (pizza)

Movie Night @ Theater

Go-Karts (pizza)

Concerts (Fireworks)

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:

Housing is located in dormitory that was built and first occupied in 2023. The dormitory is located across the street from the park. Rooms fit 2 students. All students will have shared kitchens and bathrooms. Utilities are provided.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

We will provide username and password when upon arrival. Downloading illegal games and/or movies is not permitted.

Phone Service: Yes

Description:

Students can use park telephones or can purchase a card for their phone at local Walmart.

Kitchen facilities: Yes

Description:

Pots, pans, plates, silverware provided. Each floor in the dormitory has a shared full kitchen with microwave, stove, refrigerator and freezer.

Laundry facilities: Yes

Description:

Each floor in the dormitory has a laundry room facility with multiple coin operated washer and dryer units.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Roommate requests must be submitted prior to arrival and cannot be guaranteed. Coed rooms are not permitted without management approval.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$110

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

Deposit will be taken from first four paychecks.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

\$200.00 will be refunded upon completion of contract and facility is maintained (good condition without damage). Completion of the check out process is required prior to moving out of the dormitory.

Details About Deposit Refund:

Students must work until their agreed upon end date and housing must be clean and undamaged. Any exceptions must be reviewed and approved by Arnolds Park.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Located across street

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: Located across street

ARRIVAL INFORMATION

Arrival Instructions:

Students must confirm travel details with employer at least two weeks prior to arrival. Contact Brad at the email address below to arrange pick up from the airport. The drive from Sioux Falls, South Dakota to Arnolds Park is approximately 1 hour 45 minutes.

- **Email: brad@arnoldspark.com**
- **Phone: 712-332-2183**

Students should book flights to **Sioux Falls Airport (SFD)** and the employer will pick up for free. The drive from Sioux Falls, South Dakota to Arnolds Park is approximately 1 hour 45 minutes.

Students may also fly to **Minneapolis-St. Paul (MSP)** and take a greyhound bus to Jackson, MN for pickup. You must arrange a pick up time with the employer prior to arrival.

Suggested Arrival Airport:

Sioux Falls, FSD, Over 50 miles

Minneapolis/St. Paul, MSP, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

AeroStay Hotel
2821 N Jaycee Lane
Sioux Falls , South Dakota 57104
\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

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

Details about how to apply for Social Security Number:

The employer will take students to the Social Security Administration office. Students must have their DS 2019 form and passport to apply for their social security number.

Nearest SSA Office: Spencer , Iowa , Less than 25 miles

Other:

Wage Payment Schedule:

Students will be paid Bi-Weekly via pay card. Students are eligible for a \$250 bonus if they work through the end date of their work authorization or through the end date of the park season.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Appropriate facial piercings are allowed. Grooming requirements reflect best practices for the hospitality industry. Personal hygiene requires regular bathing and use of deodorant. Offensive body odor is not allowed.

Second Job Availability: Yes, likely

Applicable Company Policies:

Arnolds Park has several company, department and location policies that employees must abide by. Employees will receive a complete list of rules and guidelines to follow upon arrival. Here are a few of the most common policies associates must follow:

- 1. Violation of HAPI safety rules including: horseplay, fighting, carelessness, unsafe acts or behavior, or any act that endangers your safety and/or the safety of others.
- 2. Excessive absenteeism, tardiness, or leaving the work area without permission during scheduled working hours.
- 3. Failure to follow job instructions, fulfill job responsibilities, or other acts of insubordination.
- 4. Use of profanity or abusive language.
- 5. Threatening or intimidating co-workers, visitors, or guests.
- 6. Engaging in any form of sexual or other harassment.
- 7. Fighting with, or the assaulting of a co-worker, visitor, or guest.
- 8. Threats or acts of violence to self or others.
- 9. Theft, misuse or misappropriation of Park property or property belonging to other employees, contractors, or guests.
- 10. Defacement, destruction or damaging of Park buildings, facilities, housing, equipment or uniform of another employee
- 11. Sleeping on the job.
- 12. Possession of firearms, other weapons, or explosives while on Park premises or vehicles, or on Park business.
- 13. Possession of illegal drugs on HAPI property,
- 14. Texting or using phone while on duty.
- 15. Failure to abide by all present and subsequently issued rules of the Park or any existing Park standards.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Post Office, Bank, Restaurants, Internet Cafe, Public Library

Walking Distance from Housing:

Post Office, Bank, Restaurants, Internet Cafe, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Restaurants, Fitness Center