

## Xanterra Yellowstone National Park

Server Assistant  
Yellowstone National Park, WY



### Company Biography

Come spend your summer in America's first and best National Park! Students should have an interest in nature, hiking, camping and enjoying the outdoors. Yellowstone National Park features over 1,100 miles of hiking trails, mountains, rivers and streams, wildlife, and geological features including geysers, hot springs, and more. The jobs are similar to many other places in the U.S., but this is a very special place located in the middle of the wilderness. Xanterra Parks & Resorts is the nation's largest park-management company with operations in seven national parks, and many other resorts. Xanterra's mission is to be the leader in park and resort hospitality. This includes creating unforgettable memories for our guests and employees who come from around the world to see our legendary landmarks. All students will live and work in one of the villages within Yellowstone National Park with other J-1 Work and Travel students and employees from the United States. All villages have their own Employee Dining Rooms and recreational areas. Yellowstone National Park plans many employee activities, sports leagues and more throughout the summer. It is a great location to meet other employees and park guests from all over the world.

### Work and Pay Details

Position title: Server Assistant

Hourly wage: \$5.00

Tips? Yes

#### Description of position:

Server Assistants are required to perform various duties:

- Provide excellent guest service in our restaurants.
- Serve and refill water to guests, setting and clearing tables. Meeting the service, sanitation, safety and environmental standards.
- Carry dirty dishes from the dining room to the kitchen dish drop, scrape plates, empty glasses and load into provided racks.
- Empty garbage, including separating compostable and non-compostable items in the bins provided.
- Maintain service areas in a clean, organized and well stocked manner.
- Assist Servers upon request.
- Completed all side duties at the end of your shift.
- Knowledge of items listed on the menu.
- Maintain appearance and uniform standards.
- Be a positive team worker with all staff members.
- Declare 100% of cash tips you receive.

#### Specific qualifications required:

- The ability to lift, balance and carry beverage trays and large dining room food trays.
- Must be able to lift and carry up to 14kg.
- Must be able to walk, bend, stretch and reach for long periods of time.
- Must be able to comfortably interact with guests, co-workers and supervisors.
- Must have a calm and pleasant demeanor even when working under pressure.

++ In May and especially September, you may have some 6 day work weeks. This varies by location and restaurant.  
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Estimated weekly wage (incl. tips):

\$300.00

Bonus: \$3.00

#### Conditions of bonus:

Students must work until the end of their signed agreement to be eligible for the bonus. Any student who meets this requirement will receive a bonus in the amount of \$3.00 per day for the duration of their job contract (\$3 multiplied by the number of days between the Work Start Date and Work End Date).

Average hours for last year's students?

38 Hours

Maximum weekly hours allowed:

Not specified

Minimum average number of hours?

30 Hours

Possibility of getting more than average hours:

Average

Students get the most hours in:

September, historically.

Students get the least hours in:

June/July/early August

How often are students paid?

Every Two Weeks

Do you pay overtime?

Yes

If yes, after how many hours per week do you pay overtime?

40 Hours

Does your company only operate weekends before or after specific dates?

No

If yes, what are the dates?

You must be available to work nights, weekends and holidays.

Position location:

You will be placed at one of these villages inside the park:  
Mammoth, Canyon, Lake, Grant or Old Faithful.

Other Job Details	
Minimum english level:	(6) Advanced
Description of working conditions:	Heavy lifting, standing and walking for long periods including bending and reaching. Operational hours are typically from 6:00am thru 10:00pm. Shifts will vary from morning to evening.
Will job duties be different at the beginning of the season?	No
If yes, provide details of specific job duties:	

Uniform and Grooming Requirements			
Are students required to wear a uniform?	Yes	If yes, what is the cost of the uniform?	\$0.00
Are uniform laundry services available?	No	If yes, what is the cost of the laundry service?	\$0.00
Do students need to purchase specific clothing or footwear?	Yes		
Details of purchasing required clothing or footwear:	Students must provide comfortable, black shoes that cover your entire foot. The bottoms should be no-slip/slide soles. They are a requirement. If working in the Kitchen, Fast Food, Cafeterias or Dining Rooms, they should be vinyl or leather - no cloth material. Xanterra provides free uniforms for each position. They must be kept clean and presentable.		
Do you have company grooming requirements?	Yes		
Details of company grooming requirements?	<p>THROUGHOUT THE PARK:•You are representing our business; we need you to look professional. Students must be neatly groomed, clean, neat and professional in appearance. Must have normal colored hair (no pink, blue, green...). Must bath regularly and wear deodorant. No overbearing perfumes or colognes. Clean hygiene is a must. Long hair for men is acceptable if restrained. Visible piercing and tattoo policies vary per lodge. THROUGHOUT THE PARK (EXCEPT FOR LAKE HOTEL)•Jewelry should be professional in style and size and not excessive (as an example, multiple rings, bracelets, earrings, necklaces). Tasteful body piercings, such as a single small nose stud, are permitted at the discretion and approval of the department. Spacers, gauges and/or expanders of more than ½ " are not permitted in some positions. Additional visible body piercings, including tongue studs, are not allowed. •Tattoos, when possible, should not be visible. However if tattoos cannot be concealed, the placement and content of the tattoo and the employee's position will be considered in determining approval. Employees may be asked to cover tattoos while on duty and must comply when asked.LAKE HOTEL ONLY•Jewelry/Earrings must be conservative, in good taste, appropriate to working attire, and not conflict with any job-related safety standard. You may wear post earrings or hoop earrings no longer than one inch. Please wear only two earrings per ear while at work (no larger than 1" in diameter). Ear gauges with a maximum diameter of 1/2" may be worn.•Other visible body piercings are not permitted. You must remove any nose rings, tongue studs or other facial jewelry while on duty. Clear "plugs", cover up patches, and bandages are also not allowed while on duty.•Front of the house employees (non-culinary) may not have visible tattoos. An employee may cover their tattoo with clothing while on duty.</p>		

Other Company Details			
Company hires couples?	Yes	Company hires groups of up to 4?	Yes
Drug test required?	Yes	Do students complete an additional application upon arrival?	Yes
Does your company issue completion certificates?	No	If requested, will you evaluate the student's performance?	Yes
Any additional company details?			
Wireless internet (it is very slow - no downloading movies or gaming) is included in the Housing fee, as well as kiosk internet - which is available in most dorms and has a limited amount of time for use. There is no television. Because of Yellowstone's location in the U.S., there can be some challenges. There are no big cities nearby, so second jobs are not possible. There is very limited transportation around the park and to outlying cities. There are no public shuttles or busses. Be ready to enjoy your immediate surroundings! There is a mandatory deduction for the park medical clinics. The cost is about \$1 per day. All seasonal employees must pay this, even if they have insurance. It allows for reduced rates at all park clinics. Yellowstone is a special place to be. You will meet friends of a lifetime and see some incredible wonders of nature.			

Training Information			
Is job training required?	Yes	Length of training:	2-3 days
Are students paid during training?	Yes	Hourly pay rate during training:	\$8.95
How many hours per week are students likely to receive during training period?	35		
Any other details?			

## Training Information

Use of cell phones and ipods during work hours are limited. Speak with your manager for details.

This is hard work and you must be physically fit and ready to work hard.

Open 7 days a week, all season. Must be available to work nights, holidays and weekends!

Days off with friends are not guaranteed - based on the schedule of the business and how busy it is.

The schedule might change weekly and you must be prepared to work accordingly.

You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager at least 1 hour before work. Failure to do so will result in a warning.

A full list of expectations and policies will be provided once offered a position

++ In May and especially September, you may have some 6 day work weeks. This varies by location and restaurant. ++

## Worksite Location

Worksite location: You will be placed at one of these villages inside the park: Mammoth, Canyon, Lake, Grant or Old Faithful.

Nearest major city: Bozeman, Montana; Salt Lake City, Utah	Worksite setting: Remote/Rural
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Nearest major airport: Bozeman, Montana; Salt Lake City, Utah	Distance to nearest major airport: 85 / 300 miles
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Additional worksite setting details: This is a national park. Forests, animals, beautiful mountain scenery, pristine rivers and streams are your surroundings - no cities are near by. You live without smog, rush hour, major crime or traffic lights. Your yard is 8992 square kilometers!

## Standard Arrival Information

Are students required to arrive or depart on specific dates? Yes

Details of required arrival or departure dates:

Start/Arrival days are Tuesdays and Thursdays only. We will tell you what hotel to stay at when you arrive, and we will ONLY pick you up at that hotel. You MUST be prepared to arrive on a Monday or Wednesday, spend the night, and prepare for pick up the next day, on Tuesday or Thursday.

Students cannot be employed or housed before the start date on your DS-2019 form. You cannot enter the park before your DS start date.

When planning your DEPARTURE, your flight arrangements MUST BE 2 days AFTER your contract end date! You leave Yellowstone the day after your end date - and will not arrive in Bozeman until that night.

Mode of transportation: Employer will arrange pick-up	Students must arrive between these hours: see below
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Cost: Free
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Other details:

Employer will provide a free bus for the 120km ride from Bozeman, Montana to Yellowstone on Tuesdays and Thursdays only. The employer will tell you what hotel to stay at, and that is the only location they will pick you up from. You MUST be prepared to arrive in country on a Monday or a Wednesday, spend the night at the hotel the employer tells you to sleep at, and be prepared for pick up the next day, on a Tuesday or Thursday. There is no public transportation from Bozeman to Yellowstone. You NEED to get a ride from the employer and this only happens on Tuesday and Thursdays. You will not be allowed into the park before your DS start date. You MUST go to the Social Security office before you enter the park. The employer takes all employees to the Social Security office in a group before going into the park.

## After Hours Arrival Information

General information: Make your hotel arrangements at least 4 weeks in advance and keep your confirmation number. There is a list of hotels offering discounted rates (\$70-\$90) on our website at [www.yellowstonejobs.com](http://www.yellowstonejobs.com) - on the OnBoarding page or email the Int'l Coordinator at

Name of accommodation: Recommended - Holiday Inn - Bozeman	Accommodation address: 5 East Baxter Lane, Bozeman, MT 59715
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Cost per night: \$80.00
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Best way to travel from airport to overnight accommodation: Make arrangements with a hotel that offers free shuttle service. Call them for a pick-up once you arrive at the Bozeman airport. There are free phones at the airport. UBER is available in Bozeman. Taxi fees average \$35.00 from airport to hotels.

## Social Security

Are students required to apply for a social security card prior to arriving at worksite? Yes

Social Security	
Will the company assist students with their social security application?	Yes
Assistance detail:	Students must apply in Bozeman before arriving at Yellowstone. We will assist them on their start date if they have not already applied. Please apply in Bozeman, Montana ONLY!
Where is the nearest social security office?	Bozeman, Montana
	Distance: 90 Miles from Yellowstone
How will students be paid until their social security card arrives?	We issue a temporary number until the real SSN arrives. Students are paid on scheduled paydays.

Housing Details	
Is housing provided?	Yes
If not, will you assist students in finding housing?	N/A
Are there affordable housing options in the area?	N/A
Housing options in the area:	N/A
Local housing resources:	N/A
Housing address:	P.O. Box 165, Yellowstone National Park, WY 82190
Is the student required to sign a separate housing contract?	No
Type of housing provided:	Dormitory
Number of students to a room:	2-3
Housing details:	Dorms house 2 to 3 employees per room - most have community bathrooms, a small number have private bathrooms. Manager on site. Quiet hours in all employee housing are from 10:00pm thru 7:00am. Please expect to share a room with other Yellowstone employees. Housing is rustic because you're living in a national park.
Do you offer co-ed housing?	Yes
Cost of housing - per week:	22.88 (approximately)
Includes utilities?	Yes
Are housing costs deducted from paycheck?	Yes
Is a housing deposit required?	No
Amount of housing deposit:	\$0.00
Instructions for payment of housing deposit:	Housing & meal costs are based on HOURS WORKED, not per day. At 56+ hours you will pay the full amount for a 2 week pay period - \$215.72. Less than 56 hours, you are pro-rated on housing & food costs. Charts & rates at <a href="http://www.yellowstonejobs.com">www.yellowstonejobs.com</a>
Housing deposit due date:	
Is deposit refundable?	No
Conditions of deposit refund:	
How will deposit be refunded?	
Are students required to live in provided housing upon arrival?	Yes
During their work stay, can students find alternate housing?	No
If yes, is there a penalty?	No

Transportation to/from Worksite	
Method of transportation to worksite:	Dormitory is within walking distance of work site.
Distance to worksite:	5 - 10 minutes
Is worksite within walking distance of housing?	Yes
Cost of public transportation to worksite:	Not specified
Details of public transportation to worksite:	
Cost of transportation to worksite provided by employer:	Not specified
Details of transportation to worksite arranged by employer:	
Cost of arranging own transportation to worksite:	Not specified
Details of arranging own transportation to worksite:	

Housing Amenities	
Available public transportation:	None Specified
Access to public transportation?	Requires additional transportation
On Site Housing Amenities	
Laundry:	Yes
Linens:	Yes
Private bath:	No
Refrigerator:	No
Microwave:	No
Air conditioning:	No
TV:	No
Telephone:	Yes
Security guard:	Yes

## Housing Amenities

Computer/Internet Access:	Yes	Utensils:	No	Gym:	Yes
Individual Beds:	Yes				
Nearby Amenities					
Supermarket:	Walking Distance	Restaurants:	Walking Distance		
Shopping mall:	Requires Transportation	Fitness center:	Walking Distance		
Post office:	Walking Distance	Laundry:	Walking Distance		
Bank:	Requires Transportation	Internet cafe:	Requires Transportation		
Movie theater:	Requires Transportation	Library:	Requires Transportation		
Additional amenities:	<p>There is a manager on site at each dormitory and security officers available 24 hours. Amenities include: wireless and/or kiosk internet in most dorms (it is very slow - no downloading movies or gaming), laundry facilities, uniforms, utilities, blankets, pillows and sheets. Please bring your own towel.</p> <p>The Meal Plan is not included in the cost of housing. It is approximately \$11.50 per day. Your housing &amp; meal costs are combined, and are based on HOURS WORKED, not per day. At 56+ hours you will pay the full amount for a 2 week pay period - about \$215.72. Less than 56 hours, you are prorated on housing &amp; food costs. Charts &amp; rates at <a href="http://www.yellowstonejobs.com">www.yellowstonejobs.com</a> - on the OnBoarding page.</p> <p>++ NOTE: There may be a slight increase in 2019 Food and Housing costs. We will know for sure by the end of November and inform you! ++</p>				

## Meal Information

Are meals included in rent cost?	No		
If not, meal plan cost per day:	\$11.50	Meals covered:	Full Meal Plan
Is the purchase of a meal plan mandatory?	Yes		

## Cultural Opportunities

Types of cultural opportunities provided			
Organized Holiday Event(s):	No	Organized Trip(s) to Major Attraction(s):	No
Organized Potluck(s) or Dinner(s):	Yes	Organized Trip(s) to Major City:	No
Organized Karaoke Night(s):	No	Information about Events:	Yes
Organized Movie Night(s):	Yes	Information about Local Resources:	No
Organized Sporting Event(s):	Yes	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	Yes	Information about Local Community:	No
Organized Trip(s) to Nearby Attraction(s):	Yes	Other:	No
If Other, please describe:	N/A		
Additional details about cultural offerings:	<p>Each village in Yellowstone National Park has it's own set of activities available. Some locations have indoor recreational facilities with an indoor basketball court. Other locations focus on outdoor activities such as volleyball. The villages have events posted each week on a board in the Employee Dining Rooms. Activities include group hikes, movie nights, shopping trips, boating, talent show, summer theater, and sport competitions. Students are able to sign up for seminars on different topics, such as bears and wolves. During orientation, employees are given handouts on recommended day hikes. In 2017, students were able to participate in day trips to the rodeo, to nearby towns, and Grand Teton National Park. Some students were also able to participate in volunteer opportunities in nearby communities.</p>		