



## Busch Gardens Williamsburg - Ride Operator

### HOST INFORMATION

**Company Description:**

***CELEBRATE THE SUCCESS AND THE MEMORIES***

*Busch Gardens Williamsburg may have the best food, shows, rides, merchandise and landscaping; but, you will make the difference between a guest having a good experience and an exceptional one.*

*Busch Gardens Williamsburg offers this to our international students and much, much, more!*

*At Busch Gardens Williamsburg, we offer more than just an ordinary job. Our team members are key to making sure that each and every one of our guests has a unique and memorable visit. Busch Gardens Williamsburg is one of the twelve SeaWorld Parks & Entertainment theme parks. As one of the largest theme park operators in the world, we take pride in the quality of all of our products. Busch Gardens Williamsburg takes the same pride in the quality program we offer to our international students. Busch Gardens Williamsburg hires more than 5,000 seasonal team members each year domestically and from all over the world.*

*Things you can look forward to:*

- *Work with employees from all over the world*
- *Affordable housing*
- *FREE provided transportation to work and from work*
- *FREE access to Busch Gardens Williamsburg and Water Country USA on your days off*
- *Organized charter bus trips to popular destinations*
- *Employee discounts on everything sold at Busch Gardens Williamsburg and Water Country USA*
- *FREE and discounted entrance tickets to all SeaWorld Parks in the US*

***Join our team and you will have an unforgettable summer!***

*To qualify all applicants must be a minimum of 18 years old*

**Host Website:** <https://buschgardens.com/williamsburg/>

**Site of Activity:** Busch Gardens Williamsburg

**Parent Account Name:** Busch Gardens

**Host Address:** 1 Busch Gardens Boulevard Williamsburg , Virginia , 23185

**Nearest Major City:** Norfolk/Richmond , Virginia , Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

Guests come to Busch Gardens to experience our World Class Rides and Attractions. Each ride location is unique in its own manner and provides for an opportunity to work hands on with our guests.

#### *Basic Requirements:*

- Team Members are trained & tested to operate rides (vary from Kiddie Rides, Family Rides, Roller Coasters & Water Rides
- Assist guests on & off rides, give rider instructions, monitor rides during cycle
- Maintain location cleanliness standards
- Rotate positions between different ride locations or at one specific ride location
- Team Members may be cross-trained at other Ride Locations
- Park/Rides Attendants may be working at a roller coaster, moving ride, or children's ride area.
- Constantly monitor and regulate the behavior of patrons and co-workers in the ride area to prevent unsafe activities and accidents.
- Warn patrons of safety hazards and enforce rules and regulations in a positive and courteous manner.
- Assist guests in an out of rides which may include lifting children into seats and buckling seat belts and/or safety harnesses.
- Operate ride controls, buttons, and switches which may be mechanical, computerized or a combination of both.
- Effectively respond to emergency situations.
- Prepare ride area for opening and closing each day which may include test runs of the ride.
- Keep all ride areas clean including: seats, cars/trains, ride platform, and guest line area. This may include sweeping, scrubbing, mopping, dusting, polishing, power washing, vacuuming, waxing, and picking up trash.
- Control entry to ride areas by monitoring pass/ticket usage.
- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
- Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages, and potential safety hazards.
- Attend departmental and team meetings as well as participate in all additional training courses.
- Perform all duties in a safe manner.
- Employees may be asked to move to different locations or job assignments within the property, as needed. Other duties may be assigned.

#### *Job Responsibilities:*

- Work in a team environment and interact with others in a professional manner
- Maintain area cleanliness, including sweeping walkways and patios, picking up trash, changing trash can liners, cleaning and prepping restrooms.
- Morning prep of the park prior to opening to include hosing, pressure washing, and air blowing
- Follow SOP's necessary to perform job functions to serve our guests a quality product
- Interact with guests by greeting them and providing excellent service in an efficient and courteous manner
- Perform other duties as assigned based on business need

#### **Typical Schedule:**

Typical shifts may be 10am to 6pm or 2pm to 10pm.

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

During weekend only operation in spring, weekly schedules will average about 30 hours. Flexible schedule based on business need to include opening, mid, and closing shifts; nights, weekends, holidays.

**Drug Test required:** Yes

## COMPENSATION

**Hourly Wage:** \$13

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$493.99

**Bonus:** Yes

A \$500 end of season bonus will be paid to those who complete their program on the date on your job offer form, do not have any major employment issues, and leave their housing in approved condition.

\* All figures above are pre-tax

**Estimated average number of hours per week:** 38

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 45

**Potential fluctuation in hours per week:**

Some days of the week at the end of Summer, the park is closed for business.

**Average number of hours per week reached by last year's seasonal employees:** 45

**Overtime Policy:**

No, exempt from paying overtime by law

**Job-Specific Benefits:**

Employee break areas with meals at huge discounts, complimentary entrance to the park on days off, complimentary tickets for friends and 30% off everything that is sold at the park.

## JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

**Description:**

•Lift, carry, push and pull up to 25 lbs. Some specific work areas may require heavier lifting •Work both indoors and outdoors, exposed to a variety of weather conditions •Perform the following physical activities on a frequent basis: stand, walk, climb, bend floor- to- waist/waist-to-overhead and reach overhead, simple grasp and fine manipulation tasks •Perform all cleaning duties, including use of cleaning chemicals and equipment such as pressure washers, hoses, mops, and brooms

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

**Job Training required:** Yes

Length of job training:

Three days

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: Yes

Monday

Training requirements:

Arrival Orientation, Company Orientation, Department Training, On-The-Job Training.

**Need to wear uniform:** Yes

Uniform Policy:

Uniforms are provided at not cost. Employees must provide footwear.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

Three sets of uniforms are provided to each employee.

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

Shopping Trips, Company Parties, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Trips to Major City, Potlucks or Dinners, Holiday Events

### **Additional Details about Cultural Offerings:**

Several cultural opportunities are provided and vary any given year. Each year the employer holds a staff wide party called Ambassador Night. The employer also runs weekly events open to all employees such as BBQs, picnics, games, trips and much more...

### **Local Cultural Offering:**

The employer organizes charter trips to several points of interest including shopping trips, trips to DC, trips to Virginia Beach and much more... Trips are run on average 3-5 times per summer so all interested students have an opportunity to participate.

## 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:**

Our Ambassador Housing Village offers dorm-like accommodations within walking distance to stores and restaurants. Employee shuttles and public buses are easily accessible. We are located at: 900 Capitol Landing Road Williamsburg, VA 23185 Phone number is: 757-258-9134 Operating hours: 24 hours a day / 7 days a week About 430 students live in the International Housing Village in peak season. Housing is dormitory style, with up to five students sharing a room. Each room has individual beds, cable television, refrigerator, bathroom and shower, hot water, heat, air conditioning, free local telephone calls, toll free calls and international calls using phone cards. Hi-speed WiFi is available at the Ambassador Housing Village. For safety there is an Ambassador Housing Village security guard and staff to assist you at most times of the day and evening. 2- How much do rooms cost at the Housing Village? Housing is \$10/day (\$70/week) 3- What are my room responsibilities? You are responsible in keeping your room clean at all times. 4- What does the Housing Village provide? The clubhouse kitchen, computers (with internet access), security guard, swimming pool, pool table (billiards), ping pong table, TV, basketballs, volleyballs, mailbox, shuttle bus and front desk with a helpful Busch Gardens Team Member. 5- Will I need to sign a payment housing agreement? Yes, once you go to your Arrival Orientation at the Housing Village you will receive a payment plan.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

It is FREE with a password that they will receive at check-in.

Phone Service: Yes

Description:

A phone will be available at the front desk and in each room. They will be able to make local FREE calls and call their sponsor if it is a toll free number.

Kitchen facilities: Yes

Description:

The kitchen is located at the Housing Village lobby. The students are responsible for cleaning their area after use and washing all dishes used.

Laundry facilities: Yes

Description:

Laundry facilities are located in different buildings in the Housing Village and they are FREE of use, 24 hours a day and 7 days a week.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 5

Suggested Occupancy Per Room: 4 - 5

Rooming Arrangement Description:

1- What do the rooms include? Rooms are all equipped with 4-5 beds, phone, lamps, 2 dressers with 4 drawers each, table, chairs, fridge, TV, phone, bathroom, blankets, linens, pillow, toilet paper, phone numbers list and cleaning caddy with supplies. 2- What do I need to bring? Please bring a BATH TOWEL and personal items. 3- Will I have roommates? Yes, up to 5 guests per room. If you know someone you would like to room with notify us at your arrival. Female or Male rooms only.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$70

Housing Cost Deducted from Paychecks: No

Description:

Students will receive a payment plan at orientation and they are expected to pay at the Housing Village front desk with a valid credit card every pay period.

Utilities Costs: No

Housing Deposit: No

**Transportation to Worksite:**

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: A shuttle service is provided from the Housing Village to Busch Gardens & Water Country. In route the shuttle driver will be able to drop you off near grocery stores, pharmacies, stores, etc. Buses will go to the parks first and on the way back they will drop and pick-up at other bus stops in route.

Local Bus, Subway or Train

Estimated commute time: 30 to 45 minutes

Estimated cost: \$3

Total: No Per Day: Yes

Description: If you want to take the bus use the ORANGE line, there is a bus stop in front of the Housing Village. Once you get to the transportation center you need to get on the GRAY line. For more information please check the following: [www.gowata.org](http://www.gowata.org)

Other

Estimated commute time: 15 to 30 minutes

Estimated cost: \$10

Total: Yes Per Day: No

Description: Uber or Lyft is used by students when they miss the Housing Village shuttle.

## ARRIVAL INFORMATION

**Arrival Instructions:**

Arrival dates are set for the Monday prior to Participant start dates. It is preferred that Participants arrive ONLY on Mondays. Further information will be provided via email to all Participants who accept job offers. Participants should be careful to check their email, including junk folders.

*On certain arrival dates, low cost transportation may be available from Richmond International Airport. The arrival information sent via email will provide further detail.*

*Should a Participant need to arrive outside of the set date, they must contact the Ambassador Housing Village well in advance. It is recommended that Participants do not make any travel arrangements until confirming their non-standard arrival with the AHV Team.*

*Confirmed Participants arriving outside of normal business hours should proceed to the Ambassador Housing Village where they will receive a Welcome Packet and room assignment. Participants who are not confirmed for arrival and arrive outside of normal business hours will need to find alternate accommodations. We recommend the Travelodge which is located directly next to the AHV.*

***Suggested Arrival Airport:***

*Newport News, Virginia, PHF, Less than 50 miles*

*Washington DC, IAD, Over 50 miles*

*Richmond, VA, RIC, 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:***

*Travelodge*

*834 Capitol Landing Road*

*Williamsburg , Virginia 23185*

*[https://www.wyndhamhotels.com/travelodge/williamsburg-virginia/travelodge-williamsburg-colonial-area/overview?](https://www.wyndhamhotels.com/travelodge/williamsburg-virginia/travelodge-williamsburg-colonial-area/overview?CID=LC:TL::GGL:RIO:National:15007&iata=00093796)*

*CID=LC:TL::GGL:RIO:National:15007&iata=00093796*

*(757) 229-4933*

*\$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:*

*We maintain direct communication with our local Social Security Administration. We provide students with a schedule and transportation to the local Social Security Administration.*

*Nearest SSA Office: Newport News , Virginia , Less than 25 miles*

***Other:***

*Wage Payment Schedule:*

*Employees are paid every two weeks according to our company pay schedule. Students must open a local bank account, paychecks will be deposited in your bank account every payday. Bank account must remain open until you receive your last paycheck.*

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

*Hair: Hair must be kept clean and neat, no extreme colors or styles. Facial Hair: Well groomed and trimmed, may not be allowed in food handling areas. Fingernails: Fingernails modestly manicured. Piercings: Only ears and a small nose stud. Jewelry: Conservative in style, color and quantity. Tattoos: Allowed, but cannot be perceived as offensive or inappropriate. Hygiene: Good personal hygiene, with a focus on personal cleanliness and use of deodorant.*

Second Job Availability: No, unlikely

Applicable Company Policies:

**PERFORMANCE REVIEWS AND GUIDED FEEDBACK SESSIONS:** Team member's performances are continually being evaluated. Feedback will be received both formally and informally.

**ATTENDANCE, NO CALL/NO SHOW:** Being absent without proper notification is an unexcused absence. Two "No Call/No Show" absences are considered a severe infraction and may result in a team member being separated from the company.

**TARDINESS:** Transportation arrangements should not affect your attendance or punctuality. Absence or tardiness due to transportation difficulties may adversely affect your performance record.

**DRUG-FREE ENVIRONMENT:** It is the policy of SEA to maintain a drug-free work environment. All team members are subject to post employment random drug testing and to reasonable suspicion and post accident testing.

**SMOKING:** In the interest of the health and comfort of all team members, we prohibit smoking, including electronic cigarettes, at all indoor areas. Smoking is allowed only in designated areas identified by the company. Team members are not permitted to smoke while walking from location to location. Cigarette urns are to be used to extinguish cigarettes properly.

**PERSONAL CELL PHONE POLICY:** Team members are allowed to carry personal cell phones while at work. They are not to be used while "on the job". Cell phones must be placed in silent or vibrate only mode during your shift. You are only allowed to use your personal cell phones (voice or text) while on approved breaks and lunches or before and after a shift. Personal cell phone communication cannot be conducted in the presence of a guest. Use of personal cell phones outside of the guidelines listed above will be addressed by the chain of supervision through corrective action, up to and including termination of employment.

**UNAUTHORIZED REMOVAL / THEFT OF COMPANY PROPERTY:** Theft and unauthorized removal of company property will not be tolerated at BG & WCUSA. Such violations will be taken very seriously and are subject to corrective action, up to and including separation and prosecution. Unauthorized removal of company property, funds, guest property, or the property of a co-worker. Giving or receiving merchandise, food or beverages, without monetary payment. Giving or receiving unauthorized food, beverage or merchandise discounts. Consuming food or beverages not paid for. Selling or bartering complimentary tickets. Falsifying time, improperly allowing yourself (or fellow team member) to be paid for time not worked.

**UNACCEPTABLE CONDUCT:** Team member conduct is outlined in many park policies. This section outlines a variety of behaviors detrimental to the overall operation of BG/WCUSA. Engaging in any of the following may be cause for immediate separation. This is not an all inclusive list. BG/WCUSA retains the discretion to determine that other conduct can warrant separation. The decision on what discipline to impose shall be made by BG/WCUSA at its sole discretion and may (or may not) be strictly consistent with the conduct identified on this list:

- Unreported absence for two days
- Being rude, arguing, using profanity/abusive language in the presence of, or to a guest or team member
- Fighting or provoking a fight on company property
- Willfully destructing company, guest or fellow team member's property
- Unauthorized possession or consumption of, or under the influence of, alcoholic beverages on BG/WCUSA property at any time during your work shift, including rest and meal breaks, or at any company-sponsored events where alcohol consumption has been authorized by the Park President or his designate. Drinking alcohol under the age of 21
- Not following safety, park and/or department, procedures and policies
- Engaging in serious safety infractions or horseplay that may jeopardize the safety of guests, team members or animals

- *Using, being under the influence of, or in the possession of, narcotics, illegal drugs, drug paraphernalia or hallucinatory agents on company property at any time. Being under the influence of prescription or non-prescription drugs that interfere with the ability to perform job duties*
- *Possessing any item that can be used to inflict harm or injury (i.e., an unauthorized or illegal folding knife, pocket knife, Swiss Army-type knife, non-folding knives, pepper spray, flammable liquid, dangerous chemicals, and wallet chains longer than 12 inches) on company property*
- *Possessing "look-a-like" firearms or other "look-a-like" weapons on company property*
- *Possessing unauthorized explosives on company property*
- *Theft will not be tolerated. Instances of theft may result in immediate separation and prosecution. Theft includes but is not limited to taking items such as cash, merchandise, and food*
- *Giving unauthorized discounts, taking items from another team member or guest, keeping any lost and found items*
- *Falsifying time records, inaccurate recording of time worked, or improperly allowing yourself or another team member to be paid for time not worked*
- *Misuse of team member ID card*
- *Selling or bartering complimentary tickets, complimentary season passes and/or selling discount tickets or coupons*
- *Refusing to participate in an inspection of your vehicle or personal property on company premises, or refusal to show your BG or WCUSA ID badge when requested to do so.*

## COMMUNITY AMENITIES

### ***Walking Distance from Worksite:***

*Bank, Restaurants, Internet Cafe*

### ***Walking Distance from Housing:***

*Food Market, Shopping Mall, Bank, Restaurants*

### ***In Town, Requires Transportation:***

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