WORK & TRAVEL USA

Busch Gardens Williamsburg - Food Service Ambassador

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 Work & Travel Participants 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 United Parks and Resorts 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 exchange visitors. Busch Gardens Williamsburg hires more than 2,000 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
- Employee discounts on everything sold at Busch Gardens Williamsburg and Water Country USA
- FREE or 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: SeaWorld Parks and Entertainment

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

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

PLACEMENT INFORMATION

Job Description:

Primary Responsibilities:

•Provide exemplary Service and ensure Culinary Standards of Service are met
•Perform general food prep work including preparing produce, desserts, entrees, snacks and basic menu items
•Follow SEA menu guidelines to specifications and serving procedures
•Ensure correct portions of food and beverage are serviced at correct temperatures with proper plate presentation
•Maintain food quality and sanitation standards to prevent cross- contamination
•Consistently practice safe work habits including the use of Personal Protection Equipment (PPE) and reporting unsafe situations
•Accurately process monetary transactions following proper cash handling procedures, as defined by the cash handling policies.
•Process and serve hot and cold food items for guests in a timely and courteous manner while maintaining food quality and sanitation standards
•Perform general housekeeping tasks including wiping down tables and chairs, sweeping, mopping, washing dishes and other duties as assigned in both the guest dining areas, kitchen and back areas
•Consistently demonstrate courteous and professional behavior in all work aspects with team members and guests
•Maintain a professional appearance that meets grooming and food safety standards
•May be asked to work Food & Wine Festival as primary position from roughly May 15 - June 28

Requirements and Competencies:

•Must possess a high level of guest hospitality and interpersonal skills
•Must possess the ability to multi-task in a fast paced environment
•Must be able to stand and walk for long periods of time
•Must be able to lift, push/pull at least 30 lbs.
•Must be a team oriented individual
•Must be able to work with chemicals
•Must be able to be exposed to water
•Must be able to work indoors with or without air conditioning
•Must be able to work outdoors with or without shade
•Must be able to work a flexible schedule including weekdays, weekends, holidays and nights
•Must be able to successfully complete all legal, company and department training requirements to include but not limited to passing required tests and certifications within established timelines
•Must be willing to comply with all SEA grooming guidelines and employment standards

Typical Schedule:

Schedule varies based on park needs operating schedule. Hours may be schedule outside of park operating hours.

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: $15

Eligible for Tips: Yes

Your position will be eligible to receive tips and participate in the Tipped Pool Program. Guaranteed Hourly Rate: $15.00 (with the possibility of higher earnings) Base Hourly Rate: $13.25 + tips

Estimated weekly wages including tips: $525

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week:

Weekend operations - start & end of season. Park operations are weather dependent. There are some conditions during which the park will not operate due to safety concerns, e.g. lightning, high winds.

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 substantial 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: 24

Different wage during training period: No

Start on specific day of the week: Yes

Thursday

Training requirements:

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

Need to wear uniform: Yes

Uniform Policy:

Uniform shirts, aprons (if required for uniform) and hat (if required for uniform) are provided at not cost. Employees must provide BLACK closed-toe, closed-heal, non-slip, oil resistant footwear and black or khaki/tan pants, capris or shorts.

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Two sets of uniform shirts are provided to each employee. Black or khaki pants, capris or shorts. Pants are required for bakery assignments. BLACK closed-toe, closed-heal, non-slip, oil resistant footwear.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

Busch Gardens plans a number of Ambassador Events throughout the year, such as Ride Nights at both BGW and WCUSA, BINGO, Trivia Night, Karaoke, and Movie Nights. These are opportunities for our International Participants to gather with their coworkers during non-working hours.

Local Cultural Offering:

Our local community offers a number of free events throughout the summer months. These include a large-scale Independence Day celebration, movie nights, concerts, 2nd Sundays Art Fair, and a weekly farmers' market.

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:

Exchange visitors will be placed in our Ambassador Housing Village or the Travelodge next door, which offer 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 385 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, 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 $20/day ($140 week) *A total of up to $5 per day may be refunded to you via payroll after your departure based on successful completion of the program. Successful completion of the program includes working at BGW/WCUSA until your original work completion date, maintaining good standing at the Ambassador Housing Village or other supported housing, passing a final room inspection, completing all check-out paperwork and processes; a full list will be provided upon move-in with your Housing Agreement. 3- What are my room responsibilities? You are responsible in keeping your room and immediate outdoor areas clean at all times. There is no cooking allowed in rooms. 4- What does the Housing Village provide? The clubhouse kitchen, security guard, pool table (billiards), TV, basketballs, volleyballs, outdoor football space, picnic tables, 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:

There is very limited kitchen space 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:

Limited laundry facilities are located in different buildings in the AHV FREE to use. There is pay laundry available at the Travelodge, as well as a pay laundry less than one mile from housing.

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. Roommate request will be considered but not guaranteed. Female or Male rooms only.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: $140

Housing Cost Deducted from Paychecks: Yes

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.

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

Other
Estimated commute time: 15 to 30 minutes

Estimated cost: $13

Total: Yes Per Day: No

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

ARRIVAL INFORMATION

Arrival Instructions:

We are only able to accommodate arrivals on MONDAYS. Please plan your travel to arrive at the Richmond International Airport or Norfolk International Airport NO LATER then 12:00pm EST on the MONDAY before your DS Start Date.

If you choose to take the train from Washington, D.C., you must take the morning train.
You are responsible for your own transportation from the airport or train station to the Ambassador Housing Village:

900 Capitol Landing Road
Williamsburg, VA 23185

Options may include:
Taxi
Ride shares
www.Uber.com
www.Lyft.com
Bus
www.greyhound.com

Suggested Arrival Airport:

Richmond International, RIC, Less than 50 miles

Newport News, PHF, Less than 50 miles

Nofolk International, ORF, 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:

Red Roof Inn
824 Capitol Landing Road
Williamsburg , Virginia 23185
937-328-1769
$75 to $100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Additional application process will be sent approximately two (2) weeks prior to your arrival date. You must complete this process **BEFORE** you arrive. This specific application ensures you are entered into our payroll and scheduling systems. Failure to complete the process as instructed may delay your start date.

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: Clean and neat Facial Hair: Well groomed and trimmed Fingernails: Modestly manicured Piercings: Ear and facial piercings may be permitted provided that they are conservative in size, style, color, shape and do not distract from the uniform Jewelry: Conservative in style, color, quantity Tattoos: Allowed but cannot be perceived as offensive or inappropriate Hygiene: Good personal hygiene, focusing on personal cleanliness and use of deodorant Some positions may have additional restrictions.

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. Three "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. Smoking and vaping age in the State of Virginia is 21 and older.

PERSONAL CELL PHONE POLICY: Team members in safety sensitive positions are not allowed to carry personal cell phones while at work. They must be placed in a locker during your shift. In general, cell phones 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, funds, guest property, or the property of a co-worker will not be tolerated at BG & WCUSA. Such violations will be taken very seriously and are subject to corrective action, up to and including termination and

prosecution. This includes 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 three 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 any 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 Housing:

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

In Town, Requires Transportation:

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