



## Aramark Leisure Badlands Lodge and Inn - Guest Services Team

### HOST INFORMATION

#### **Company Description:**

*About Aramark: The people of Aramark proudly serve millions of guests every day through food, facilities, and uniform services in 19 countries around the world. Rooted in service and united by our purpose, we strive to do great things for each other, our partners, our communities, and our planet. We believe a career should develop your talents, fuel your passions, and empower your professional growth. So, no matter what you're pursuing - a new challenge, a sense of belonging, or just a great place to work - our focus is helping you reach your full potential.*

*Aramark operates the Cedar Pass Lodge & Badlands Inn. As an employee you will have the opportunity to explore the rugged beauty of the Badlands in South Dakota. Badlands National Park draws visitors from around the world to see the striking geologic deposits contained in one of the world's richest fossil beds. Ancient horses and rhinos once roamed here. The park's 244,000 acres protect an expanse of mixed-grass prairie where bison, bighorn sheep, prairie dogs, and black-footed ferrets live today.*

#### **Employee Perks:**

- **Store discounts for employees!**
- **Employee discounts on rooms at most Aramark Destinations locations (blackout dates apply)**
- **Shuttle Service for groceries & events**

**Host Website:** <https://www.cedarpasslodge.com/>

**Site of Activity:** Aramark Leisure Badlands Lodge and Inn

**Parent Account Name:** Aramark Leisure

**Host Address:** 20681 SD-240 Interior , South Dakota , 57750

**Nearest Major City:** Rapid City , South Dakota , Over 50 miles away

### PLACEMENT INFORMATION

#### **Job Description:**

*The Guest Services (Front Desk/Retail) team will directly interact with guests. For this reason, a higher level of English is expected. You may be assigned shifts as a busser, hostess, gift shop or campground worker.*

*Duties could include:*

- *Stocking and maintaining appropriate levels of product*
- *Delivering product*
- *Cleaning, sanitizing, and maintaining appearance of workstations and guest service areas*
- *Assist and work with kitchen staff, servers, bartenders, etc. with customer service as needed*

- Accurately operate a register/POS and handle cash and credit card transactions.
- Greet and assist customers while anticipating their needs
- Prepare and serve coffees, teas, specialty beverages per brand standards
- Maintain excellent customer service and a positive demeanor towards guests, customers, clients, co-workers
- Greets guests as they arrive seat them accordingly ensuring the optimum use of tables
- Adheres to Aramark safety policies and procedures including proper food safety and sanitation

**Typical Schedule:**

*This job will be all 7 days of the week. Both AM and PM shift.*

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

*Hours vary depending on the needs of the business. There are times business is slow so there may be a reduction in hours, there may also be times we are busy and overtime may be available.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$12

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$480

**Bonus:** No

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 40

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

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

*Overtime may be offered but is not guaranteed*

**Average number of hours per week reached by last year's seasonal employees:** 36

**Overtime Policy:**

*Yes, paid after 40 hours*

**Job-Specific Benefits:**

*Meals provided on shift and store discounts for employees!*

## JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 50lbs/22kgs*

*Description:*

*You may be required to lift boxes and product that could weigh up to 50 pounds.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Other qualifications or conditions*

*Description:*

*There may be times you will be required to work outside and go from outside to inside multiple times. Temperatures can vary from very cold to very hot at Badlands National Park.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniforms must be fresh, clean, pressed and odor-free. Uniforms that are frayed, torn or worn must be replaced. Name tags must be worn daily and lost or damaged name tags must be reported to the department manager. Hats or baseball caps are not allowed unless issued by your manager. Jackets that are not issued by your manager are not permitted unless approved by your manager. Jewelry (if worn) must be conservative in style and number.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Employees must be in proper uniform during scheduled shift. Uniforms are expected to fit properly. Employees are responsible for cleaning and maintaining uniforms, which can be routinely washed and dried with other personal garments. Employees wearing uniforms requiring special treatment will be instructed on how laundering will occur. Uniforms must be fresh, clean, pressed and odor-free. Employees are responsible for uniforms that are lost, stolen, or damaged due to neglect.*

## CULTURAL OPPORTUNITIES

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

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

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

*At Badlands you will become part of our close community who enjoy getting together, having fun and enjoying the outdoors. The human resources department creates a monthly calendar (with input from employees) that is sure to include anything from a 4th of July Barbecue to group hikes and games.*

### **Local Cultural Offering:**

#### **Local Events**

- *Annual Black Hills Roundup - End of June*
- *Sturgis Motorcycle Rally - First 2 weeks in August*
- *Central States Fair & Rodeo - Mid August*
- *Powwows - Throughout the year*
- *Many more pop-up events throughout the season!*

## 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:**

*Aramark at Badlands offers housing for our employees. Housing is dormitory style with bathrooms in the building but not in the room. Rooms are assigned based on various factors and may be changed at the discretion of management. Requests are accepted but not guaranteed. There are generally 2 people to a unit, however, there are instances where 3-4 people may share a unit (2 per bedroom). Smoking is prohibited inside Employee Housing. Smoking is only allowed in designated areas. At no point in time are Tenants allowed to smoke in guest areas on property or where they may be visible to guests. Designated areas are at least 25 feet from any building entrances, air intake ducts, windows, and/or bay doors. All cigarette butts must be disposed of in the appropriate trash receptacles and not tossed on the ground. It is illegal for any tobacco product (including cigarettes, cigars and e-cigarettes) to be sold to anyone under 21. In accordance with this legislation, Tenants who are 21 years of age may smoke in designated areas. Tenants who are under 21 may neither possess nor use tobacco in the Housing area or on Aramark managed properties. It is illegal for those of legal age to purchase or provide tobacco products for those under the age of 21. Distribution, sale or providing tobacco to minors is expressly prohibited. Failure to follow these guidelines will result in disciplinary actions and possible loss of housing privileges.*

**Lease Agreement:** *Yes*

### **Onsite Amenities:**

*WiFi: Yes*

*Description:*

*Wi-Fi is available on the property*

*Phone Service: Yes*

*Description:*

*Landline phones are not available - Cell Phone service is okay, Verizon has the most reliable service.*

*Kitchen facilities: Yes*

*Description:*

*Full Kitchens are available in employee housing areas.*

*Laundry facilities: Yes*

*Description:*

*Free use of laundry facilities is available in dorms. You will need to bring your own detergent.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 1*

*Maximum Occupancy Per Room: 4*

*Suggested Occupancy Per Room: 1 - 4*

*Rooming Arrangement Description:*

*Employees may request specific roommates, these requests are not guaranteed. Employee housing is NOT co-ed, certain exceptions may be made with agreements from involved parties. We have two unit types - A Motel and A Trailer Motels are single occupancy, these are not guaranteed upon request. Trailers range from 2-4 occupants.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$50*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$100*

*Description:*

*Housing deposit is taken through a direct payroll deduction. The employee may choose to pay in one \$100 payment or two \$50 payments.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Your housing deposit will be returned via payroll. You must complete a satisfactory Check Out Inspection before your housing deposit will be released. You must stay until the end of your contract term to receive the housing deposit.*

*Details About Deposit Refund:*

*Deposit will be returned via payroll after employee completes a satisfactory Check Out Inspection.*

**Transportation to Worksite:**

*Employer-Provided Transportation*

*Estimated commute time: Under 15 minutes*

*Employer-Provided Transportation is free of charge*

*Description: Transportation will be provided via company van and shuttle bus, these services run all day at pre-determined times. The commute is approx. 8 miles from housing to worksite.*

**ARRIVAL INFORMATION**

**Arrival Instructions:**

*Flying in, plan ahead! Tickets to the United States can be expensive. Typically, the earlier you purchase the better. Often employees purchase a one-way ticket to start, in case they change their end date, or decide to road trip or visit other locations in the United States before heading home. **Students MUST email Codi Smith at smith-codi@aramark.com and provide flight and travel details at least 2***

**weeks prior to arrival into the United States.**

Where to fly: (RAP) Rapid City, South Dakota. Rapid City (About an hour away)

**On your day of arrival, please call +1 (267) 417-6220 to schedule your airport pickup.**

When to Arrive: The "Anticipated Start Date" listed on your Employment Details letter is the date you are expected to arrive in the park. Depending on your flights you will likely want to stay in Rapid City for a day to get oriented and run a few errands.

We do recommend, time allowing, you spend a night in Rapid City upon arrival to purchase any toiletries and personal items you may want. We will offer a shuttle service to purchase groceries and personal items at least once a week.

- Stores in Rapid City
  - Walmart
  - Target
  - Ulta
  - 5 Below
  - Many others

**Suggested Arrival Airport:**

Rapid City, SD (RAP-Rapid City Regional), RAP, Over 50 miles

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

Tru by Hilton Rapid City Rushmore  
825 Eglin St , Bldg B  
Rapid City , South Dakota 57701  
<https://www.hilton.com/en/hotels/rapruru-tru-rapid-city-rushmore/>  
+1 (605) 341-1878  
\$75 to \$100

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** Yes

Employees will need to complete the following prior to arriving:

- Complete your Aramark Destinations Application online
  - Click the link above
  - Select the appropriate position and hit "**Apply**"
    - If you are unsure of the position please contact us here
- Once you've applied we will send you an offer letter you'll need to accept
- Once your offer letter has been accepted you will need to complete your onboarding paperwork
  - This will be through our Onboarding Portal which you will get access to once you've accepted the offer.

You will be sent a Microsoft Forms Survey prior to arrival to capture any housing requests (room mates) and uniform information.

*\*Housing requests are not guaranteed, we will do our best to accommodate everyone*

**Social Security Number:**

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

*Details about how to apply for Social Security Number:*

*We will provide a shuttle to Rapid City in your first couple weeks to apply for your Social Security Number and open a bank account. 2200 North Maple Ave Rapid City South Dakota 57701 United States 866-964-7416 Mondays: 9:00am - 4:00pm Tuesdays: 9:00am - 4:00pm Wednesdays: 9:00am - 4:00pm Thursdays: 9:00am - 4:00pm Fridays: 9:00am - 4:00pm Saturdays: Closed Sundays: Closed*

*Nearest SSA Office: Rapid City , South Dakota , Over 50 miles*

***Other:***

*Wage Payment Schedule:*

*You will be paid bi-weekly on Thursdays. We offer a Pay Card through Wisley for those without a bank account for direct deposit.*

*Meal Plan: Mandatory*

*Estimated Cost Per Day: \$7.88*

*Meal Plan Description:*

*We will provide three meals a day including breakfast, lunch and dinner. Meal plan costs are a direct payroll deduction.*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Uniforms must be fresh, clean, pressed and odor-free and undamaged. Hats and jackets are not allowed unless approved or issued by your manager. Do not display visible body piercings (other than earrings - 1 in each ear). You may be asked to cover your tattoos while on duty. Hair and beards should be clean, neatly groomed & conservatively styled. Nails should be clean and neatly trimmed. Food Service Positions: hair should be restrained or covered. Nail polish and jewelry is not permitted.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

- *Important Policies - A Employee Handbook & Location Guide will be provided to each employee during onboarding*
  - *Attendance - You are required to work your scheduled shifts. We understand that life happens and there may be times you are unable to work, a 2 hour notice of absence is required.*
  - *Second Jobs - While you are permitted to get a second job, you will be expected to adhere to Aramark attendance policies and the schedule your manager assigns. We do not provide any transportation to or from any additional jobs. They are far and few between.*
  - *Cell Phones - You are not permitted to use your cell phone or any other personal electronics while working.*
  - *Drug-free Workplace - We are a drug-free workplace, no mind altering substance of any kind is allowed on property or consumed while working. Disciplinary action will be taken, up to and including termination if found in violation.*
  - *Policy Against Sexual Harassment and Other Workplace Harassment - It is the policy of Aramark that sexual harassment and other workplace harassment, in any form, is strictly prohibited and will not be tolerated in the workplace.*
  - *Policy Regarding Violence in the Workplace - Aramark's Policy Regarding Violence in the Workplace applies to all Aramark employees and prohibits violence, threats of violence, intimidation, or other threatening or hostile conduct. Aramark prohibits the possession of firearms and/or other dangerous or deadly weapons, or any replica or other item that is intended as a simulation, while on Aramark property or engaged in Aramark business to the fullest extent allowed by law.*
  - *Smoking - Associates are permitted to smoke only in designated areas. At no point in time are associates allowed to smoke in guest areas on property or where they may be visible to guests. Designated areas are at least 25 feet from any building*

*entrances, air intake ducts, windows, and/or bay doors. This applies to offices, administrative buildings, warehouses, associates housing units, associate dining areas, recreation rooms, bathhouses, and all other buildings. All cigarette butts must be disposed of in the appropriate trash receptacles and not tossed on the ground.*

- *Uniform - All employees will be given uniform shirts upon arrival at orientation. We require all employees to wear blue jeans that are rip/tear free or khakis. Shorts are not permitted. Close toed shoes are required at all times while working. Aramark will help pay for non-slip shoes which are required for all personnel working in a food service environment.*
- *Job Requirements - You are expected to perform the essential duties of the position for which you have accepted an offer. Job specific requirements can be located in the Job Description or Placement Profile.*
- *Housing*
  - *Quite Hours - Employee housing quite hours are from 10pm to 7am daily.*
  - *Smoking - Smoking is not permitted inside any employee housing unit or common area.*
  - *Rooming - There may be some rooms with 2 beds, you may ask to be paired with a roommate. We do not guarantee availability of rooming preferences. You are expected to keep your room and all common areas clean and organized.*
  - *Check In/Out - You and a member of the HR team will complete a housing inspection upon check in and out to confirm conditions.*
  - *There will be periodic housing inspections.*

## COMMUNITY AMENITIES

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

*Food Market, Shopping Mall, Post Office, Bank, Restaurants, Public Library*

***Unavailable:***

*Fitness Center, Internet Cafe*