



Goldbelt Tram - Wait Staff

HOST INFORMATION

Company Description:

Job Highlights:

- Operate the iconic tram, contributing to an unparalleled visitor experience.
- Engage with guests from around the world, ensuring their journey is memorable.
- Explore opportunities for world-class dining and art shopping from Alaska Native artists.
- Embrace the breathtaking mountain and sea views, guiding guests on family-friendly to expert trails.

Why Join Us?

- Be part of Juneau's premier attraction, a unique and globally recognized experience.
- Contribute to a dynamic team fostering excellence in hospitality and adventure.
- Enjoy the perks of working in an environment surrounded by natural beauty and cultural richness.

Join Our Team: Elevate Your Career with Juneau's Premier Attraction!

Soar to new heights with the Juneau Tram, one of the world's most vertical tramways. As a team member, you'll play a pivotal role in providing visitors with an unforgettable experience, rising 1,800 feet from downtown Juneau to the Mountain House. Revel in panoramic views of Juneau and Gastineau Channel, exclusive to this Southeast Alaska tramway. Be part of the only aerial tramway in the region, attracting global visitors seeking scenic adventures.

Host Website: <https://www.goldbeltram.com/>

Site of Activity: Goldbelt Tram

Parent Account Name: Goldbelt Tram

Host Address: 490 South Franklin Street Juneau , Alaska , 99801

Nearest Major City: Juneau , Alaska , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

JOB DUTIES

- Responsible for training new hires in the service style of the restaurant and standard operating procedures including safety and sanitation expectations.
- Responsible for training new hires on the restaurant POS system.
- Expected to be fully knowledgeable about the menu, daily specials, and bar list, and share that knowledge with new servers.

- Responsible for assigning daily side work for floor staff to ensure the restaurant runs efficiently, such as keeping the dining room stocked, clean, and orderly.
- Takes food and beverage orders from restaurant guests.
- Responsible for the accuracy of orders they ring up. Ensures that charges for ordered items are correct and totaled, coordinating efforts with Food and beverage Manager, Front of House Supervisor, or Bar Supervisor.
- Responsible for gaining knowledge of all menu items and being able to describe ingredients in menu items to each guest.
- Must be skilled in sales building by learning techniques to build add-on sales including, appetizers, desserts, special promotional items, second beverages, and up-selling alcoholic beverages.
- Must attend any scheduled front-of-house meetings and wine-serving classes.
- Serves food and beverage items quickly and efficiently; completes all assigned side work quickly and according to instructions or specifications.
- Assist in running hot food when it first comes up in the cook's window.
- Maintains work areas cleanly and neatly;
- Responsible for keeping the wait station stocked and set.
- Responsible for completing opening and closing side work.
- Responsible for doing the pre-buss of all assigned tables.
- Does check-backs within two minutes of the guests receiving their food
- Assist co-workers as needed to ensure guest satisfaction and smooth operations;
- Directs Bussers in resetting tables for new guests as quickly as possible and assists them when needed.
- Performs other incidental and related duties as required and assigned.

NECESSARY SKILLS AND KNOWLEDGE

- Ability to meet time and attendance requirements
- Ability to work all different shifts including holidays and weekends
- Ability to provide quality customer service
- Ability to handle stress under pressure and keep a calm demeanor.
- Knowledge of principles, practices, and procedures related to food serving.
- Excellent communication understands that service issues can be complicated and is skilled in customer service.
- Ability to learn, understand, and follow oral and written instructions/directions.
- Skill in establishing and maintaining cooperative working relationships with other employees.
- Ability to work directly with co-workers, providing information and assistance daily in a positive manner.
- Ability/willingness to learn and pass on to guests those areas of interest to visitors, such as local history, people, culture, geography, etc.

Drug Test required: No

COMPENSATION

Hourly Wage: \$12

Eligible for Tips: Yes

Tips are usually 15% or less for an average meal at a sit-down restaurant. For most people, tipping is first and foremost about service. The better the service the better the tips.

Estimated weekly wages including tips: \$560

Bonus: Yes

All seasonal Goldbelt Tram employees will be eligible for the seasonal signon bonus plan unless an employee, does not report to work on date of hire or unless such person was involuntarily terminated.

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Average number of hours per week reached by last year's seasonal employees: 40

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Bus passes will be provided.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Lifting frequency, pushing, pulling, lifting over your head, etc.

Standing for entire shift

Other qualifications or conditions

Description:

While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk; use hands and fingers to operate, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Job Training required: Yes

Length of job training:

1-2 Weeks

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: No

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

At Goldbelt you get to experience the wonderful city of Juneau, all its beauty and culture. Goldbelt is an Alaska Native Corporation, we draw on and uphold the principles of our culture: family, diligence, and respect. These qualities remind us of our past, define our present, and guide our future.

Local Cultural Offering:

- *Festivals and events*
- *discounts on local attractions*

HOUSING AND TRANSPORTATION

Housing Provided: *Conditional. Housing is provided first come, first served.*

Employer-owned or employer-arranged housing description:

All Housing provided comes with rules and regulations: No overnight guests No drugs or alcohol in rooms Quiet hours will be 9:00 PM to 6:00 AM every day. Rooms and common areas (bathroom, kitchen, living room, and laundry room) are to be kept clean Morning and evening shuttle services will be provided if there are no busses running Costs for damages to the unit will be deducted from the employee resident's paycheck Employee residents will be given 48 hours to remove all personal items and return all work uniforms following voluntary/involuntary terminations

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Phone Service: Yes

Description:

Kitchen facilities: Yes

Description:

Laundry facilities: Yes

Description:

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Rooms are located at the local university (UAS) campus. Rooms will be available employees hired first and arrive at agreed upon start date. Friends of the same gender may share a dorm/room. The Floors will be co-ed but not the dorms/rooms.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$138

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: Rides will be available for employees who work the opening shift in the AM. Bus Passes will be available to all employees.

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$0

Description: Bus Passes will be available to all employees. Price will be built into your housing cost.

Other

Estimated commute time: Under 15 minutes

Estimated cost: \$30

Total: No Per Day: Yes

Description: Lyft/Uber, Rental Cars and Cabs are available for use at employees own cost.

Arrival Instructions:

Arrival at the airport contact Steven or Maggie for pickup.

- Employer will provide van / cars for pickup.
- Employees can also grab a cab/Lyft/Bus from the airport
- From the Airport to the provided housing.

Location of housing:

4300 University Dr. Juneau, AK 99801

Location of worksite:

490 S. Franklin St. Juneau, AK 99801

Housing Code of Conduct Policies: As with all members of the university community, the university requires students to conduct themselves honestly and responsibly and to respect the rights of others. Students may not engage in behavior that disrupts the learning environment, violates the rights of others, or otherwise violates the Student Code of Conduct (Code), university rules, regulations, or procedures. Students and student organizations will be responsible for ensuring that they and their guests comply with the Code while on property owned or controlled by the university or at activities authorized or sponsored by the university.

Suggested Arrival Airport:

Juneau International Airport, JNU, Less than 10 miles

Estimated cost of transportation to worksite from suggested airports:**If arriving after regular hours:****Suggested After-Hours Accommodation:**

Housing

4300 University Dr.

Juneau , Alaska 99801

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Pre-Arrival Onboarding:

Employee's will have to fill out ADP information and complete I9 paperwork. Employees will follow the link for the website through their email.

Social Security Number:

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

Details about how to apply for Social Security Number:

Upon arrival to the U.S, participants must send us their U.S. residential address via our website. We will then use this information to validate their visa within the government SEVIS database within two business days. J-1 holders cannot successfully apply for an SSN until their visa has been validated. The participant will then need to visit a local Social Security Office with all required documentation to apply. It is advised that the participant applies for the SSN no less than 10 days after entry to the U.S. and 48 hours after providing Cultural Vistas with the required information to validate their visa. This is to ensure that all databases have adequate time to communicate with one another. Applying before this time may result in further delays. It may take over 2 weeks to receive the SSN, which will be mailed to the

address provided on the Form SS-5.

Nearest SSA Office: Juneau , Alaska , Less than 25 miles

Other:

Wage Payment Schedule:

Bi-weekly on a set schedule.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: No

Grooming Requirements:

Employees appearance should be consistent with good hygiene, safety and what the company considers appropriate attire for their job function. If a uniform or Personal Protective Equipment is a job requirement, employees must abide by the job site requirements. Any tattoos or body piercings (except for ear lobes) must be covered to the greatest extent possible.

Second Job Availability: Yes, likely

Applicable Company Policies:

- Employees with a neat, clean, and appropriately businesslike appearance are important to our business, especially when those employees are greeting the public or our customers. How you look is the image the public and our customers have of Goldbelt. Your dress should be consistent with good hygiene, safety and what the company considers appropriate attire for their job function. If a uniform or Personal Protective Equipment (PPE) is a job requirement, employees must abide by the job site requirements. Any tattoos or body piercings (except for ear lobes) must be covered to the greatest extent possible. If employees report to work improperly dressed or groomed, or if other personal hygiene issues exist, their supervisor may instruct them to return home to change clothes or take other appropriate action. Repeated violations may lead to disciplinary action, up to and including termination of employment.
- Goldbelt's policy that employees at all levels be free from any interest, influence, or relationship that might conflict or appear to conflict with the best interest of Goldbelt, and that they perform their work with undivided loyalty as measured by the highest standards of law and ethics. In any uncertain situation, the employee should protect themselves by immediately discussing the matter fully and frankly with their supervisor. Where there is doubt as to the existence of a conflict of interest, the situation should be explained fully, in writing, and sent to Goldbelt CEO.
- Housing Code of Conduct Policies: As with all members of the university community, the university requires students to conduct themselves honestly and responsibly and to respect the rights of others. Students may not engage in behavior that disrupts the learning environment, violates the rights of others or otherwise violates the Student Code of Conduct (Code), university rules, regulations, or procedures.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Shopping Mall, Restaurants, Fitness Center

Walking Distance from Housing:

Shopping Mall, Restaurants, Fitness Center, Public Library

In Town, Requires Transportation:

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

Unavailable:

Internet Cafe