



## Olive Garden Hyannis - Server

### HOST INFORMATION

**Company Description:**

*Our Winning Family Starts With You! Our greatest competitive advantage is our people, and our team members are at the heart of everything we do. When you work at **Olive Garden**, you're family. Founded in 1982, Olive Garden restaurants offer a full-service, casual dining experience specializing in Italian American cuisine. At our restaurants, team members can expect to work in a fast-paced environment that prioritizes our guests.*

*Team members receive a **free meal while working including soup and salad OR pasta with sauce**. Additional items will receive a **50% discount** during shifts. A **25% discount** is available for food and non-alcoholic beverages for employees and up to 7 guests at all Darden restaurants. Employees also have access to Darden Discount Mall which offers **more than 100,000 discounts** from popular brands for items such as tickets and hotels, etc.*

***Hyannis** is a significant tourist destination and the largest village in the town of Barnstable, Massachusetts. With the area's large harbor and white sand beaches, many outdoor/aquatic activities such as whale watching cruises attract tourists during the busy summer months. Temperatures in the summer can range from the upper 70s in the day to upper 60s at night. Local museums and historical sites offer students and tourists alike the opportunity to immerse in American culture.*

***At our restaurant, we also offer a traditional 4th of July barbecue for our students to experience.***

**Host Website:** <https://www.olivegarden.com/locations/ma/hyannis/hyannis/1523>

**Site of Activity:** Olive Garden Hyannis

**Parent Account Name:** Olive Garden Hyannis

**Host Address:** 1095 Iyannough Road Hyannis , Massachusetts , 02601

**Nearest Major City:** Barnstable , Massachusetts , Less than 10 miles away

### PLACEMENT INFORMATION

**Job Description:**

*English level: Great*

**JOB OBJECTIVES**

*Welcome guests like family while guiding them through their Genuine Italian Dining Experience. Build connections with guests by inquiring about their needs and expectations; provide 100% Guest Delight by fulfilling and exceeding their expectations. Provide friendly and attentive service by personalizing the guest experience, introducing them to our menu items, recording orders accurately and remaining attentive to guest's needs throughout the dining experience. Sincerely thank guests and invite them to return.*

**ESSENTIAL JOB FUNCTIONS**

- Greets guests in a warm and friendly manner to make them feel welcome and appreciated

- Uses product knowledge to describe food and beverage items and to answer guest's questions
- Provides attentive service throughout the guest's dining experience by accurately recording and communicating the guest's order, following up on guest requests with a sense of urgency and personalizing the experience based on guest's needs
- Practices alcohol awareness and exercises good judgment when serving guests alcohol to comply with applicable laws and Olive Garden procedures
- Interacts with Service Partner(s)'s guests throughout dining experience by providing support that leads to 100% Guest Delight
- Delivers piping hot food to all guests following our Hot Food GO! standards
- Maintains accurate guest checks and manages cash, credit and coupon transactions, adhering to all cash handling policies

#### ESSENTIAL PHYSICAL REQUIREMENTS

- Performs duties that require bending, lifting, reaching, twisting and transporting of items (weighing up to 30 pounds)
- Works by standing and by moving in small and crowded spaces up to 8 hours or longer if needed

Participants will be using cleaning chemicals.

Participants may be handling pork products.

#### **Typical Schedule:**

Monday through Sunday, 9:30am to 11:00pm

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$6.75

**Eligible for Tips:** Yes

Participants make \$6.75 plus tips. If their weekly rate falls below minimum wage, the company does pay the difference.

**Estimated weekly wages including tips:** \$700

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 36

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

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

**Potential fluctuation in hours per week:**

Bad weather can potentially affect the volume of customers the restaurant receives and slow business.

**Average number of hours per week reached by last year's seasonal employees:** 32

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Receive a free meal while working including soup and salad OR pasta with sauce. Additional items receive a 50% discount during shifts. Details of other discounts/perks will be reviewed at orientation.

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Performs duties that require bending, lifting, reaching, twisting and transporting of items (weighing up to 30 pounds)

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Other qualifications or conditions

Description:

Works by standing and by moving in small and crowded spaces up to 8 hours or longer if needed. Participants will be using cleaning chemicals and may be handling pork products.

**Job Training required:** Yes

Length of job training:

About a week

Hours per week during training period: 30

Different wage during training period: Yes

Training wage description:

Participants will receive a \$15 per hour minimum wage during training period.

Start on specific day of the week: No

Training requirements:

Participants complete an orientation with the restaurant's General Manager to review policies, guidelines, procedures, and expectations. Participants then complete an all-modules training (including sanitation procedures, alcohol handling, etc.) with certified training manager and complete tests after each module. In the first two weeks, management conducts one-on-ones with participants to ensure they are

ready to move forward with serving more than 3 tables at a time.

**Need to wear uniform:** Yes

*Uniform Policy:*

*The uniform is not company provided, but the participants do have the option to purchase their shoes through payroll deduction. We ESTIMATE that all of the clothing minus the shoes will be no more than \$50, but if you choose not to purchase shoes through payroll deduction, the total shouldn't be more than \$100.*

*Cost of uniform: \$99.99*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Solid black, long-sleeved collared dress shirt. Clean, wrinkle-free, not faded or textured, and must have black buttons. Must properly fit without being tight and be securely tucked in at all times. Crisp black pants with a crease. Must be neat, clean, and fit properly with a black belt. Not tight, sagging or touching the floor. No jeans, leggings, or yoga pants are permitted. Professional looking black, closed toe and heel shoes with black socks. Slip-resistant sole is mandatory.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

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

**Additional Details about Cultural Offerings:**

***At our restaurant, we will be offering a traditional 4th of July barbecue for our students to experience. This gives students the opportunity to experience one of America's most significant holidays.***

**Local Cultural Offering:**

*Helpful websites for your reference:*

*Chamber of Commerce: [Home - Greater Hyannis Chamber of Commerce](#)*

*Arts & Culture Events Guide: [Hyannis All things arts & culture | Arts Barnstable](#)*

*Main Street Businesses/Events Guide: [Hyannis Events - Hyannis Main Street Business Improvement District](#)*

## HOUSING AND TRANSPORTATION

**Housing Provided:** No

**Community Housing Options:**

*Available:* Yes

*Description:*

Most affordable housing types in the area are houses or basement apartments connected to a house rented just for J-1 students. Three housing contacts: - Fulya Kurt - Phone: (914) 817-1181 Description: Only rented to J-1 students, house is a multilevel property featuring a total of seven bedrooms and four bathrooms. Located 2.5 miles from the site of employment. - Tamara Clark - Phone: (774) 368-9630 Description: House is a multilevel property that accommodates a total of six students and features two large bedrooms with one shared bathroom. Located 1.4 miles from the site of employment. - Jadeine Richards - Phone: 1 (347) 592-3619 Description: Housing is a basement apartment attached to the homeowner's home. The basement apartment features two bedrooms and one shared bathroom. Located 1.5 miles from the site of employment.

Minimum Average Cost Per Week: \$135

Maximum Average Cost Per Week: \$150

**Transportation for Community Housing Description:**

Most common method of transportation for participants to and from the site of employment will be by rideshare services (Uber or Lyft) or by bike. Participants must have the Uber or Lyft apps downloaded on their phone in order to use the service, nonetheless, this service is strongly recommended in this area due to the frequency of cars. Bikes can be purchased at the nearby Target (approximately one mile from the site of employment) or rented at Bike Zone of Cape Cod (Bike Rentals - Bike Zone of Cape Cod | MA ([bikezonecapecod.com](http://bikezonecapecod.com))). Please note that not all local roads feature sidewalks.

## ARRIVAL INFORMATION

**Arrival Instructions:**

There are two options for your travel to Hyannis, Massachusetts. Employer suggests flying into Boston International Airport (BOS) which offers more flight options and is typically more affordable.

1) Boston Logan International Airport (BOS)

We recommend that participants fly into Boston International Airport and take a bus to Hyannis, Massachusetts (approximate travel time 2-2.5 hours). Participants can use the Peter Pan Bus line that connects to the Hyannis Transportation Center. Bus tickets are \$30.00-\$40.00 (<https://peterpanbus.com/routes/boston-to-hyannis-bus/>). Participants can arrange transportation from the Hyannis Transportation Center via Uber or Lyft rideshare services (\$8-\$20, prices can get more expensive later in the day). Participants must have the Uber or Lyft apps downloaded on their phone in order to use the service, nonetheless, this service is strongly recommended in this area due to the frequency of cars. Participants must contact the employer with their travel plans 2 WEEKS prior to coming to the United States; using email: [GxGarcia@OliveGarden.com](mailto:GxGarcia@OliveGarden.com).

2) Cape Cod Gateway Airport (HYA)

Participants also have the option to fly into Cape Cod Gateway Airport (HYA) which is located less than two miles from the place of employment. Participants can arrange transportation from the airport via Uber or Lyft rideshare services (\$8-\$20, prices can get more expensive later in the day). Participants must have the Uber or Lyft apps downloaded on their phone in order to use the service, nonetheless, this service is strongly recommended in this area due to the frequency of cars. Participants must contact the employer with their travel plans 2 WEEKS prior to coming to the United States; using email: [GxGarcia@OliveGarden.com](mailto:GxGarcia@OliveGarden.com).

**Suggested Arrival Airport:**

Boston Logan International Airport, BOS, Over 50 miles

**Estimated cost of transportation to worksite from suggested airports:** \$50 to \$75

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

HI Boston Hostel

19 Stuart Street  
Boston , Massachusetts 02116  
<https://www.hiusa.org/find-hostels/massachusetts/boston-19-stuart-street>  
(617) 536-9455  
\$75 to \$100

## TRAINING AND ONBOARDING

### **Pre-Arrival Onboarding:** Yes

Two weeks prior to their arrival in the United States, employer will email participants an application link. Filling out the application allows participants to create a profile in our system. Once the application is completed, employer will send participants additional onboarding paperwork. This onboarding paperwork will be completed at the participants first day of work at the restaurant, with the assistance of management.

### **Social Security Number:**

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

The closest Social Security office is located approximately 1.2 miles from the restaurant. Participants can walk at no cost or call an Uber for \$10.00 Office Address: 100 Independence Dr. Suite 4, Hyannis, MA 02601 Phone: (800) 772-1213 Hours: Monday - Friday 9:00 AM - 4:00 PM Saturday and Sunday: Closed

Nearest SSA Office: Hyannis , Massachusetts , Less than 10 miles

### **Other:**

Wage Payment Schedule:

Participants get paid weekly on Fridays and have the option to receive a paycard. Participants also have the option to receive tips daily or receive tips at the end of the week.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Students should be neat, clean and presentable for the work environment. Hair must be clean and styled. Long hair (below the shoulder) must be restrained. Tattoos are acceptable except for full frontal view from chest up - must be minimal, in good taste, and do not distract from the guest experience. Keep jewelry/piercings to a minimum. Personal cleanliness is very important. Maintain good hygiene, preventing unpleasant breath and body odor. Clothing should be clean, pressed and properly fitted.

Second Job Availability: Yes, likely

Applicable Company Policies:

*Company policies will be explained in further detail at orientation. Participants are not allowed to smoke, vape, or consume alcohol while working. Cell phones are not allowed while on the clock. Participants are expected to be on time for each shift and provide a 2-hour notice if unable to make scheduled shift.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Shopping Mall, Restaurants, Movie Theater, Internet Access*

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

*Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Public Library, Transportation Depot, Movie Theater, Nightlife, Laundromat*