



NOAH'S ARK WATERPARK

WISCONSIN DELLS, WI.

RETAIL – DEPENDIENTE EN TIENDA O PUESTO

HOST INFORMATION

Noah's Ark Waterpark is located in Wisconsin Dells, Wisconsin and is known as America's largest Waterpark. The two cities that make up the Wisconsin Dells area have a combined population of around 5,600 people. While our town is small in size, we have hundreds of thousands of tourists that come to visit our city each summer.

Noah's Ark is known for being an industry leader in being the first to put in new and innovative water slides. Our park has over 40 water slides, multiple kiddie play areas, 2 wave pools, and 2 lazy rivers.

We offer many great employee benefits for being a part of team that include:

- Free use of the park on your day off
- Up to 6 passes for family and friends
- Bi-Weekly employee parties (pizza/bowling, movie nights, swim nights, themed dance parties, volleyball tournament, talent show, etc.)
- 50% off of food in the park
- 25% off retail store items
- End of Year party with prizes for employees who have went above and beyond

Our city also offers a variety of activities for students to enjoy in their free time that include:

- Mirror Lake State Park (swimming, hiking)
- Devils Lake State Park (swimming, hiking)
- Duck Boat rides on Wisconsin River to see nature unique to our area
- Multiple water, theme, and amusement parks
- Movie Theater
- Shopping Mall
- Restaurants
- Night Life
- Downtown shopping area

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

Site of Activity: Noahs Ark Waterpark

Parent Account Name: Palace Entertainment Holdings

Host Address: 1410 Wisconsin Dells Parkway Wisconsin Dells , Wisconsin, 539657

Nearest Major City: Madison , Wisconsin , Less than 50 miles away

PLACEMENT INFORMATION

Job Description

Retail Sales workers actively sell a range of merchandise to guests in a store or shop environment.

Retail Sales responsibilities include:

- Handling sales in an accurate manner which will include: maintaining a daily bank, entering sales in a cash register, taking money, counting out correct change (coins/bills), giving change (coins/bills) to guests, and completing credit card transactions.
- Wrapping items and/or placing items in bags for guests.
- Greeting all guests as they enter the store in a timely manner.
- Assisting or advising guests on their purchases.
- Suggesting other merchandise items to go with the guest's original selection (up-sell).
- Educating guests on amenities outside of the retail location but still within our property (cross-sell).
- Stocking and inventory of merchandise items.
- Maintaining and cleaning all retail areas including stock room, display areas, floors, and cash register/check-out area.
- 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.

Typical Schedule

Based upon business needs.

Seasonal changes to job duties or available hours

Yes. Hours may fluctuate due to weather or business needs.

Drug Test required: No

COMPENSATION

Hourly Wage: \$10

Eligible for Tips: No

Estimated weekly wages including tips: \$260

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week: Hours may fluctuate due to weather or business needs.

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

Overtime Policy: No, exempt from paying overtime by law

Job-Specific Benefits: Employee discount

JOB REQUIREMENTS

English Level required: Advanced

Required to be 21+: No

Previous Experience required: Yes

- Must have a high attention to detail, math/counting skills, and accurate money/cash handling skills.
- Must have strong communication skills, a friendly, positive attitude and be dedicated to customer service.

- Must be attentive to guests and highly knowledgeable about all property merchandise in order to educate guests and up-sell and cross-sell merchandise.
- Merchandise presentation skills are a benefit to this position.
- Must be able to work individually or on a team and at a quick pace.

Qualifications & Conditions: Lifting

Lifting requirement: 25lbs/11kgs

Description

- Will be required to lift, push, pull, or carry objects up to 25 lbs on a repeated basis.
- Standing for entire shift.
- Working outdoors.

Job Training required: Yes

Length of job training: One week

Hours per week during training period: 30

Different wage during training period: No

Training wage description: Students will be trained on the job for one week.

Start on specific day of the week: Yes

Training requirements: 3 day paid training ellis&associates license. Must pass swim test, CPR test and written test.

Need to wear uniform: Yes

Uniform Policy

Uniform provided by Noah's Ark.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities

Company Parties, Karaoke Nights or Talent Shows, Movie or Game Nights, Potlucks or Dinners, Sporting Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community.



Additional Details about Cultural Offerings

- Weekly sport leagues (basketball, soccer)
- Bi-Weekly employee parties
- Pizza/Bowling
- Movie Nights
- Swim nights
- Themed dance parties
- Volleyball tournament
- Basketball Tournament
- Trivia/Game Night

Local Cultural Offering

Local Events during the summer season include:

- Automotion Car Show
- Fourth of July firework celebrations
- Weekly free live music downtown Dells
- J-1 events organized by community throughout summer

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:

- Noah's Ark has a brand new 400 bed dormitory for employees.
- It is located onsite and contains a full kitchen and lounge area on the first floor.
- Onsite laundry, employee cafeteria, and retail store are also available for employee use.
- Rooms will have up to 4 people per unit with a shared bathroom in the unit.
- Each room will also have a microwave, refrigerator, and a storage closet for each student that has the ability to be locked.
- There is also a cafeteria next to the dorm that students may purchase meals at as well a convenient store that has the essentials for purchase.
- Noah's Ark does have other housing options available upon student request.
- Students are also able to find housing on their own if they choose.

Lease Agreement: Yes

ONSITE AMENITIES

WiFi: Yes. Internet is available at no additional cost to student.

Phone Service: Yes. Wi-Fi is available within the dorm and there is a phone for student use for emergencies.

Kitchen facilities: Yes. Full kitchen is available with multiple stoves, ovens, microwaves and seating areas. Students are expected to maintain and clean their dishes/kitchen after they are done using the facilities.

Laundry facilities: Yes. Onsite laundry is available for employee use 24 hours a day.

OCCUPANCY REQUIREMENTS FOR PROVIDED HOUSING

Minimum Occupancy Per Room: 3

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 3-4

Rooming Arrangement Description: Roommate requests can be made and be honored. All rooms will have 4 people and all beds will be filled. If there is a roommate request for 2 people, 2 other people will also be in the room so all beds are occupied. Rooms are gender specific, but floors will be co-ed. Each unit will have its own bathroom to be shared among roommates.

PROVIDED HOUSING COST

Required to Pay for Provided Housing: Yes

Cost per Week: \$70

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes. Housing deposit MUST be paid upon arrival. Credit/Debit card is preferred, but cash is accepted.

Cost: \$200

Housing Deposit Refundable: Yes

Conditions for Deposit Refund: Up to \$150 of the housing deposit is refundable if student works through agreed upon end date, room is left clean with no damage upon leaving, rent is current, and student is in good standing with regard to attendance. Zero no call/no shows and no more than one unexcused absence per every 30 days.

Details About Deposit Refund: Housing deposit will be refunded in students final paycheck.



TRANSPORTATION TO WORKSITE

Walking Commute Time

Estimated commute time: Under 15 minutes

Housing is located on property and is less than a 5 minute walk to employee break rooms/check-in.

ARRIVAL INFORMATION

ARRIVAL INSTRUCTIONS

International Employee Information

Getting to the U.S. and Wisconsin Dells

All flights should be scheduled close to, but BEFORE your actual DS2019 start date. NOT more than 4 days before. Keep in mind you can NOT start working before your actual DS2019 start date, but we can get you moved in to housing and have your Orientation completed. Return flights, or plans to travel when done working, should be made at least a day AFTER your DS2019 end date. We DO expect you to honor your contract and work THROUGH your actual DS2019 end date.

We suggest that you exchange some of your money for U.S. currency at O'Hare airport if you don't already have some of our currency. In MOST cases it will be up to 2-3 weeks to receive your first paycheck. PLEASE make sure you bring enough money to survive for those weeks including the cost of travel from airport, food, items you may want for housing and possible purchase of a bicycle. It is highly suggested that you bring \$1,000 to \$1,500. You may pay with cash or by credit/debit card for your housing deposit UPON ARRIVAL to the Noah's Ark HR Office located at 311 East Lake Avenue at the time of check in.

The Housing Deposit is \$200 with a possible refund of up to \$150 IF you stay through your contract date AND your housing is left CLEAN with no damages. Your housing deposit MUST be paid prior to moving into housing. NO EXCEPTIONS. Please plan ahead.

Most often, international employees fly in at O'Hare International Airport in Chicago, about 3 hours from Wisconsin Dells. It is up to you to plan how to get to Wisconsin Dells. Most students come by Amtrak train (www.amtrak.com) or Greyhound bus (www.greyhound.com). Both can be accessed in Chicago from the airport and both come to Wisconsin Dells. Follow your travel plans and do NOT take rides from individuals at the airport that may offer you a ride. You do NOT know these people and we have NOT sent them!

From Chicago O'Hare Airport to get to the Greyhound bus terminal OR Amtrak train station: Arriving at the International Terminal 5 you will first need to take the Airport Transit System to Terminal 3. Follow the CTA Blue Line El Train signs. Choose to either ride the Greyhound Bus or ride the Amtrak train to Wisconsin Dells before you leave home. Google directions for either and obtain detailed information for getting to the station you choose. General directions follow, but be sure to check for any updates, costs, etc.

To the Greyhound Bus Station: Get off the CTA Blue Line train and exit the station. Walk one block South on Clinton Street to Harrison Street. Go right on Harrison Street. The Downtown Chicago Greyhound Bus Station will be one block ahead at 630 West Harrison. Be sure to look for scheduled times beforehand at www.greyhound.com. The Greyhound bus will drop you off in downtown Wisconsin Dells. Depending on your arrival date, there are 1 or 2 buses that come to Wisconsin Dells each day. One has a morning departure, and the other is in the afternoon. Please be sure to look at the departure times/costs before you leave your home country.

To the Amtrak Train Station: Get off the CTA Blue Line train and exit the station. Walk a short distance east on the ramp. Turn left on S. Clinton Street. Walk 0.16 mile North on S. Clinton Street. Walk straight on Union Station walkway. Turn right on Union Station Clinton/Jackson. Walk a short distance North on Union Station Clinton/Jackson. Turn right on Union Station Walkway. Walk a short distance east on Union Station Walkway. Arrive at the Amtrak Station. Total walking is 0.32 miles. Be sure to look for scheduled times/costs at www.amtrak.com. The train will arrive in downtown Wisconsin Dells about 6:00 PM. Again, pre-plan as much as you can before your arrival in the U.S. so that all things go smoothly.



*Please TRY to plan your arrival time in Wisconsin Dells during the day as much as possible. IF you must arrive in the evening, (after 5:00 PM), please e-mail us your planned arrival day and time so we can make accommodations as needed.

Once you arrive in Wisconsin Dells there are usually several taxi services that sit at the train station or bus stop. They are the common mode of transportation in Wisconsin Dells. The top of their car or sides of their vans will say "taxi". You can call for a taxi service if no one is at the station/stop. Taxi cost will depend on how many people are riding to our location.

- Dells Cab Company:** 608-253-7722A-1
- Sureway Taxi Services:** 608-253-2129
- Wisconsin Dells Kangaroo Taxi:** 608-432-4627
- ASAP Wisconsin Dells Taxi:** 608-253-7433

Directions to give to the cab driver once you arrive in wisconsin dells

Tell the taxi driver to take you to the Noah's Ark HR Office at 311 East Lake Avenue. You will, in most cases, be admitted to your housing unit where you will stay for the summer upon your arrival. Once again, if you plan to arrive after 5pm, please notify us so we can make arrangements. Your orientation will be the following day.

PLEASE AVOID arriving in Wisconsin Dells from May 20 through May 23, as much as possible. There is a LARGE Car Show event held in town, and this weekend is one of the busiest in Wisconsin Dells. If you plan to arrive during these dates, please email heather.wagner@palaceentertainment.com. The weekend will be your own to explore and get to know the city. We will get you signed up for orientation on Monday morning so you can begin work.

If you would like to check out more about our community, visit the Wisconsin Dells J-1 Consortium Group Website: <https://www.facebook.com/DellsJ1s>. You can also visit www.wisdells.com which is a website for visitors to our area about all of the attractions and things to do.

HOUSING: Noah's Ark offers housing at an affordable cost for their employees which you were informed of at the time of your interview. Should you want to check on housing that is not through Noah's Ark, you can go to www.wisdells.com and click on "Employment" near the bottom of the page. Then click on the link that says "Wisconsin Dells Area Housing List". They update this several times during the early part of the year.

If you have any questions regarding your arrival plans you can email Heather at heather.wagner@palaceentertainment.com. If you have questions about the online process of applying or completing Dayforce tasks, email heather.wagner@palaceentertainment.com.

Employee Facebook Group: Please feel free to join our employee Facebook page. You can find it by searching 2022 Noah's Ark Employees! We will post updates frequently. You may also ask any questions you may have and we will answer as soon as possible.

SUGGESTED ARRIVAL AIRPORT

Chicago O'Hare International Airport, ORD, Over 50 miles

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

If arriving after regular hours:

SUGGESTED AFTER-HOURS ACCOMMODATION

Heather Wagner

1410 Wisconsin Dells Parkway
Wisconsin Dells , Wisconsin 53965
608-800-7057
\$0 to \$25



TRAINING AND ONBOARDING

Pre-Arrival Onboarding:

Social Security Number

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

Details about how to apply for Social Security Number

Noah's Ark will assist students in filling out the Social Security application form as well as provide transportation to the Social Security Office. Students will be signed up for a Social Security visit during orientation. Cost is approximately \$15 per student to the Social Security Office. Cost is subject to change based on Taxi rates.

Nearest SSA Office: Portage , Wisconsin , Less than 25 miles

OTHER

Wage Payment Schedule: Students will be paid bi-weekly through direct deposit. Our company offers paycards for employees that they may have money deposited on to. Students may choose another banking option on their own.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

- **Females** may have one piercing in their ear and visible tattoos are allowed as long as they are not deemed offensive.
- **Males** may NOT have any piercings. Visible tattoos are allowed as long as they are not deemed offensive. Facial hair is allowed as well as it is WELL maintained. If it is not well kept, employee will be asked to go home and shave before being allowed to work for the day.
- All employees should maintain a high level of hygiene and shower on a daily basis.

Second Job Availability: Yes, likely

APPLICABLE COMPANY POLICIES

All employees should expect to clean in some aspect. We work as a team to keep the park clean and cleaning of general work stations and areas is a requirement for all departments. We are a completely outdoor waterpark and employees should expect to work in various weather conditions. This includes cooler weather, hot weather, as well as rainy weather. Cold/Rain weather uniform pieces are available for purchase.

Cell phones are allowed ONLY in the break rooms, out of guest view. We strive to provide excellent customer service to our guests and want to give them our full attention when we are visible to them. Repeated use of cell phones outside of break room areas may result in termination.

Smoking is allowed in the employee parking lot, out of guest view. Employees are required to punch out (unpaid breaks) if they choose to smoke. Smoking is NOT permitted anywhere inside housing locations.

Scheduling is done by department and varies based on time of season. Students should request time off two weeks in advance and note that it is NOT guaranteed. Long trips should be done after the work period is done, and not expect extended time off during their job contract dates. Employees are expected to show up on time for all schedule shifts. Excessive unexcused absences and no-call, no-shows to shifts will result in termination.

COMMUNITY AMENITIES

Walking Distance from Worksite: Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library.

Walking Distance from Housing: Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library.

In Town, Requires Transportation: Restaurants