



# CAROWINDS

## CHARLOTTE, NC.

### Food Service Associate – Camarero

#### Host information

Carowinds is an amusement park located in Charlotte, North Carolina. The state line separating North Carolina and South Carolina runs through the middle of the park so Guests and employees travel between both states all day! With a total of 14 roller coasters, a water park, and world-class attractions, Carowinds is known as the Thrill Capital of the Southeast. As a Cedar Fair park, we strive to make every day “the best day” for the guests who visit. We offer flexible schedules, exclusive perks, incentives throughout the season, free uniforms, and a wide variety of job positions from ride operations to management roles. Carowinds also knows the importance of respecting, valuing & appreciating our associates who work here, because we want our employees to have fun while working. Working at Carowinds will give you the opportunity to gain valuable work experience and memories that will last a lifetime!

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

**Site of Activity:** Carowinds a Cedar Fair Park

**Parent Account Name:** Cedar Fair Entertainment Company

**Host Address:** 14523 Carowinds Blvd Charlotte, North Carolina, 28273

**Nearest Major City:** Charlotte, North Carolina, Less than 10 miles away.

#### Placement information

**Job description:** Handle food sales in a prompt, friendly, courteous manner using suggestive selling techniques. Ring up sales on a cash register, handle money, and count out correct change. May also be responsible for preparation of various food products according to prescribed recipes. May be required to seat guest, or run food to the dining room. Maintain a clean and orderly area including the preparation area, guest areas (tables, chairs, serving lines, condiment stands, etc.) and all equipment.

Must like to be around food. Will be required to use cleaning chemicals. Must have a great smile and like to be around people. You might work with a team or be at a food location by yourself. Must be comfortable with US currency. Must have the ability to learn menu items, portions, accompaniments, and prices.

**Typical Schedule:** Rotating schedule based on business needs. Shifts include weekends and holidays.

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

Business may only operate on weekends in the spring and fall. Weekly hours may be different due to changes in the operating season.

**Drug Test required:** Yes

#### Compensation

**Hourly Wage:** \$13.75

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$448

**Bonus:** No

\* All figures above are pre-tax

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

**Estimated minimum number of hours per week:** 35

**Estimated maximum number of hours per week:** 45

**Potential fluctuation in hours per week:** Hours may vary based on park attendance and weather (rain, extreme heat, etc.).

**Average number of hours per week reached by last year’s seasonal employees:** 35

**Overtime Policy:** Yes, paid after 45 hours

**Job-Specific Benefits:** 20% discount is given to all employees on food items while working.



**Job requirements**

**English Level required:** Upper-Intermediate

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions:**

Lifting

Lifting requirement: 25lbs/11kgs

**Description:** Constantly Required (66% or more of the time).

- Standing for entire shift
- Handling cleaning chemicals
- Working outdoors
- Working under direct sunlight

**Other qualifications or conditions**

**Description:** This is a high guest contact position. Above average ability to speak and understand English is required. Students should be friendly and outgoing and have the ability to be pleasant and helpful to customers. May work alone or as part of a team. Jobs may be outdoors, in the sun or in shaded areas (some locations are air-conditioned, some are not). Temperatures in the Carolinas can be very hot and humid in the summer. Students will need to be able to stand for an entire shift. Other duties include maintaining cleanliness of location. Students must not have allergies to cleaning chemicals or direct sunlight.

**Job Training required:** Yes

**Length of job training:** Two days

**Hours per week during training period:** 35

**Different wage during training period:** No

**Start on specific day of the week:** No

**Training requirements:**

**Need to wear uniform:** Yes

**Uniform Policy:** First uniform is free for associates. You may purchase additional uniform items or park branded outerwear from the Wardrobe Department. Food Associates will need to purchase slip-resistant shoes.

**Cost of uniform:** \$0

**Uniform laundry:** Participant responsibility

**Dress Code:** Yes

**Description:** Khaki shorts or pants, polo shirt, closed toed shoes.

**Cultural opportunities**

**Types of Cultural Opportunities:** Company Parties, Holiday Events, Karaoke Nights or Talent Shows, Movie or Game Nights, Potlucks or Dinners, Shopping Trips, Sporting Events, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Outdoor Activities, Trip to Washington D.C., Trip to Myrtle Beach.

**Additional Details about Cultural Offerings:** We offer company parties, associate dinners, holiday events, movie and karaoke nights at the park. We also provide transportation to nearby major cities and attractions, as well as local community activities. Event calendars will be distributed upon arrival. \*Due to Covid-19, trips may be limited.

**Local Cultural Offering:** Explore nearby shopping, festivals, concerts, and other cultural activities such as professional sporting events: professional football, basketball, baseball, soccer, hockey, and auto races. There are local hiking trails at the White Water Rafting Center, zoos, trips to the Lazy 5 Ranch, and more.

**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:** Associate Housing is provided in a dormitory (Burriss Hall), built in 2019. Each room houses 4 males or females with community restroom facilities located on each floor. Each room is furnished with beds, dressers, and lockers for personal use. All rooms are equipped with air conditioning and heat, WiFi, and a TV. Participants will need to provide their own bedding, linens, and kitchen utensils. These can be purchased at an affordable price at Wal-Mart soon after arrival. An Associate Recreation Center (Cornerstone Creek), is located in front of Burriss Hall. It offers a lounge area with TVs, a variety of game tables, a kitchen with several full-size ranges for you to use. A sand volleyball and basketball court are available on the property as well.

**Lease Agreement:** Yes



**ONSITE AMENITIES:**

**WiFi:** Yes

**Phone Service:** Yes

**Kitchen facilities:** Yes. Cornerstone Creek offers a kitchen with several full-size ranges for you to use.

**Laundry facilities:** Yes. Washers and dryers are available inside Burriss Hall.

**OCCUPANCY REQUIREMENTS FOR PROVIDED HOUSING:**

**Minimum Occupancy Per Room:** 1

**Maximum Occupancy Per Room:** 4

**Suggested Occupancy Per Room:** 1 - 4

**Rooming Arrangement Description:** Floors are Co-Ed and rooms are same gender. Roommate requests can be made prior to moving in.

**PROVIDED HOUSING COST:**

**Required to Pay for Provided Housing:** Yes

**Cost per Week:** \$75

**Housing Cost Deducted from Paychecks:** Yes

**Utilities Costs:** No

**Housing Deposit:** Yes

**Cost:** \$100

**Description:** The housing deposit will be payroll deducted. \$50 will be deducted from the first two paychecks.

**Housing Deposit Refundable:** Yes

**Conditions for Deposit Refund:** Students must work until their last day listed on the Hiring Agreement. Leaving early for any reason will result in forfeit of the deposit. The Dormitory property and assigned room must be undamaged.

**Details About Deposit Refund:** The deposit will be refunded to the final paycheck after the last day of work.

**TRANSPORTATION TO WORKSITE:**

**Walking Commute Time**

**Estimated commute time:** Under 15 minutes

**Description:** The dorms are an easy and short walk to the employee entrance of Carowinds.

**Arrival information**

**Arrival Instructions:** When making your travel plans, please remember that housing becomes available three (3) days before your first day of work. If you arrive earlier, you will be expected to find your own hotel accommodations until you can move in.

You will be responsible for your own transportation to Charlotte, North Carolina. Carowinds can pick you up from the airport or the Greyhound bus station if we have your arrival information in advance. To schedule pick up **you must contact us at least 5 days prior to arrival**, so that we will be able to confirm your transportation before you leave your home country.

Carowinds transportation is available from 9am-9pm. If you can not arrive during these hours, you can take a taxi or Uber at your own cost. Please know that Carowinds will not refund any expenses.

When requesting a pick-up at the airport or bus station, please be sure to send us the following information:

- Name of each student who is arriving
- Location where you are arriving: Airport or Bus Station
- Date of arrival
- Time of arrival
- Bus number and city traveling from
- Flight number and name of airline

Participant housing is located 15 minutes from the airport.

**Reminder:** Please carry sufficient funds to cover meals and expenses for any unforeseen travel delays.

**Suggested Arrival Airport:** Charlotte, CLT, Less than 10 miles.



**Estimated cost of transportation to worksite from suggested airports:** \$25 to \$50

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

**Clarion Hotel**

3695 Foothills Way

Fort Mill, South Carolina 29708

<https://www.choicehotels.com/south-carolina/fort-mill/clarion-hotels/sc443?source=gyxt803-548-2400>

\$75 to \$100

**Training and onboarding**

**Pre-Arrival Onboarding:** No

**SOCIAL SECURITY NUMBER:**

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

**Details about how to apply for Social Security Number:** Carowinds will arrange transportation for Social Security.

**Nearest SSA Office:** Rock Hill, South Carolina, Less than 25 miles.

**OTHER:**

**Wage Payment Schedule:** Biweekly through direct deposit or paycard.

**Meal Plan:** Not available

**Provide Certificates/Performance Evaluations:** Yes

**Hire in Groups:** Yes

**Maximum Group Size:**

**Grooming Requirements:** Visible tattoos must not display logos or images that are demeaning or profane. All face and neck tattoos must be covered up. Moderate sized earrings are acceptable, not excessive in number. Ear gauges in each ear lobe may not be larger than 12 mm. One small nose stud on one side of the nostril is permitted. Facial hair are acceptable between 1.3 - 5.08 cm. All other hair must be clean and groomed. Company provides one set of uniform.

**Second Job Availability:** Yes, likely

**Applicable Company Policies:** Carowinds is expected to be the primary employer. Participants will be responsible for their own transportation to a second job.

**Community amenities**

**In Town, Requires Transportation:** Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library.