



BUSCH GARDENS WILLIAMSBURG

WILLIAMSBURG, VA.

FOOD SERVICE AMBASSADOR

HOST INFORMATION

Company Description:

CELEBRATE THE SUCCESS AND THE MEMORIES

Busch Gardens Williamsburg may have the best food, shows, rides, merchandise and landscaping; but, you will make the difference between a guest having a good experience and an exceptional one.

Busch Gardens Williamsburg offers this to our international students and much, much, more!

At Busch Gardens Williamsburg, we offer more than just an ordinary job. Our team members are key to making sure that each and every one of our guests has a unique and memorable visit. Busch Gardens Williamsburg is one of the twelve SeaWorld Parks & Entertainment theme parks. As one of the largest theme park operators in the world, we take pride in the quality of all of our products. Busch Gardens Williamsburg takes the same pride in the quality program we offer to our international students. Busch Gardens Williamsburg hires more than 5,000 seasonal team members each year domestically and from all over the world.

Things you can look forward to:

- Work with employees from all over the world.
- Affordable housing.
- FREE provided transportation to work and from work
- FREE access to Busch Gardens Williamsburg and Water Country USA on your days off.
- Organized charter bus trips to popular destinations.
- Employee discounts on everything sold at Busch Gardens Williamsburg and Water Country USA.
- FREE and discounted entrance tickets to all SeaWorld Parks in the US.

Join our team and you will have an unforgettable summer!

To qualify all applicants must be a minimum of 18 years old.

Host Website: <https://buschgardens.com/williamsburg/>

Site of Activity: Busch Gardens Williamsburg

Parent Account Name: Busch Gardens

Host Address: 1 Busch Gardens Boulevard Williamsburg, Virginia, 23185

Nearest Major City: Norfolk/Richmond , Virginia , Less than 50 miles away

PLACEMENT INFORMATION

Job Description

- Provide exemplary Service and ensure Culinary Standards of Service are met.
- Perform general food prep work including preparing produce, desserts, entrees, snacks and basic menu items.
- Follow SEA menu guidelines to specifications and serving procedures.
- Ensure correct portions of food and beverage are serviced at correct temperatures with proper plate presentation.
- Maintain food quality and sanitation standards to prevent cross-contamination.
- Consistently practice safe work habits including the use of Personal Protection Equipment (PPE) and reporting unsafe situations.
- Accurately process monetary transactions following proper cash handling procedures, as defined by the cash handling policies.
- Process and serve hot and cold food items for guests in a timely and courteous manner while maintaining food quality and sanitation standards.
- Perform general housekeeping tasks including wiping down tables and chairs, sweeping, mopping, washing dishes and other duties as assigned in both the guest dining areas, kitchen and back areas.



- Consistently demonstrate courteous and professional behavior in all work aspects with team members and guests.
- Maintain a professional appearance that meets grooming and food safety standards.
- May be asked to work Food & Wine Festival as primary position from roughly May 15 - June 28.

REQUIREMENTS AND COMPETENCIES

- Must possess a high level of guest hospitality and interpersonal skills.
- Must possess the ability to multi-task in a fast paced environment.
- Must be able to stand and walk for long periods of time.
- Must be able to lift, push/pull at least 30 lbs.
- Must be a team oriented individual •Must be able to work with chemicals.
- Must be able to be exposed to water.
- Must be able to work indoors with or without air conditioning.
- Must be able to work outdoors with or without shade.
- Must be able to work a flexible schedule including weekdays, weekends, holidays and nights.
- Must be able to successfully complete all legal, company and department training requirements to include but not limited to passing required tests and certifications within established timelines.
- Must be willing to comply with all SEA grooming guidelines and employment standards.

Typical Schedule: Schedule varies by park operating schedule

Seasonal changes to job duties or available hours: Yes

Hours vary depending on park opening. We do not currently have a 2022 park Schedule..

Drug Test required: Yes

COMPENSATION

Hourly Wage: \$12.75

Eligible for Tips: No

Estimated weekly wages including tips: \$480

Bonus: Yes. Bonuses vary depending on season

* 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: 45

Potential fluctuation in hours per week: Some days of the week during the spring the park is closed for business.

Average number of hours per week reached by last year's seasonal employees: 45

Overtime Policy: No, exempt from paying overtime by law

Job-Specific Benefits: Employee break areas with meals at huge discounts, complimentary entrance to the park on days off, complimentary tickets for friends and 30% off everything that is sold at the park.

JOB REQUIREMENTS

English Level required: Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions: Lifting

Lifting requirement: 25lbs/11kgs

Description

- Lift, carry, push and pull up to 25 lbs. Some specific work areas may require heavier lifting.
- Work both indoors and outdoors, exposed to a variety of weather conditions.
- Perform the following physical activities on a frequent basis: stand, walk, climb, bend floor- to- waist/waist-to-overhead and reach overhead, simple grasp and fine manipulation tasks.
- Perform all cleaning duties, including use of cleaning chemicals and equipment such as pressure washers, hoses, mops, and brooms.
- Standing for entire shift.
- Handling cleaning chemicals.
- Working outdoors.
- Working under direct sunlight.

Job Training required: Yes

Length of job training: Three days

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements: Arrival Orientation, Company Orientation, Department Training, On-The-Job Training



Need to wear uniform: Yes

Uniform Policy: Uniforms are provided at not cost. Employees must provide footwear.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description: Three sets of uniforms are provided to each employee.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities

Holiday Events, Potlucks or Dinners, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Shopping Trips.

Additional Details about Cultural Offerings

Several cultural opportunities are provided and vary any given year. Each year the employer holds a staff wide party called Team Member Night. The employer also runs weekly events open to all employees such as BBQs, picnics, games, trips and much more...

Local Cultural Offering

The employer organizes charter trips to several points of interest including shopping trips, trips to DC, trips to Virginia Beach and much more... Trips are run on average 3-5 times per summer so all interested students have an opportunity to participate.

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

Our Ambassador Housing Village offers dorm-like accommodations within walking distance to stores and restaurants. Employee shuttles and public buses are easily accessible. We are located at: 900 Capitol Landing Road Williamsburg, VA 23185 Phone number is: 757-258-9134 Operating hours: 24 hours a day / 7 days a week About 430 students live in the International Housing Village in peak

season. Housing is dormitory style, with up to five students sharing a room. Each room has individual beds, cable television, refrigerator, bathroom and shower, hot water, heat, air conditioning, free local telephone calls, toll free calls and international calls using phone cards. Hi-speed WiFi is available at the Ambassador Housing Village. For safety there is an Ambassador Housing Village security guard and staff to assist you at most times of the day and evening.

How much do rooms cost at the Housing Village? From September-May is \$7 a day (park is open only on weekends and holidays) and June-August is \$11 a day(the park is open every day). But if you complete your contract with us from start to finish you will receive a complimentary week at the end of your stay, last 7 days FREE.

What are my room responsibilities? You are responsible in keeping your room clean at all times. Do not put anything on the walls that can possibly damage the wall and paint and keep bathrooms free of mold with the Tillex we provide. Before you check out you have to clean your fridge, take out all trash, linens and personal items out of the room. Leave the room clear and clean!

What does the Housing Village provide? The clubhouse kitchen, Team Member Canteen (snack/food store), computers (with internet access), security guard, swimming pool, pool table (billiards), ping pong table, TV, bicycles(with helmets and locks), basketballs, volleyballs, mailbox, shuttle bus and front desk with a helpful Busch Gardens Team Member.

Will I need to sign a payment housing agreement? Yes, once you go to your Arrival Orientation at the Housing Village you will receive a payment plan.

Lease Agreement: Yes

ONSITE AMENITIES

WiFi: Yes. It is FREE with a password that they will receive at check-in.

Phone Service: Yes. A phone will be available at the front desk and in each room. They will be able to make local FREE calls and call their sponsor if it is a toll free number.

Kitchen facilities: Yes. The kitchen is located at the Housing Village lobby. The students are responsible for cleaning their area after use and washing all dishes used.

Laundry facilities: Yes. Laundry facilities are located in different buildings in the Housing Village and they are FREE of use, 24 hours a day and 7 days a week.



OCCUPANCY REQUIREMENTS FOR PROVIDED HOUSING

Minimum Occupancy Per Room:	4
Maximum Occupancy Per Room:	5
Suggested Occupancy Per Room:	4 - 5

Rooming Arrangement Description

What do the rooms include? Rooms are all equipped with 4-5 beds, phone, lamps, 2 dressers with 4 drawers each, table, chairs, fridge, TV, phone, bathroom, blankets, linens, pillow, toilet paper, phone numbers list and cleaning caddy with supplies.

What do I need to bring? Please bring a BATH TOWEL and personal items.

Will I have roommates? Yes, up to 5 guests per room. If you know someone you would like to room with notify us at your arrival. Female or Male rooms only.

PROVIDED HOUSING COST

Required to Pay for Provided Housing:	Yes
Cost per Week:	\$77
Housing Cost Deducted from Paychecks:	No. Students will receive a payment plan at orientation and they are expected to pay at the Housing Village front desk with a valid credit card every pay period.
Utilities Costs:	No
Housing Deposit:	No

TRANSPORTATION TO WORKSITE

Employer-Provided Transportation:	Yes
Estimated commute time:	Under 15 minutes
Employer-Provided Transportation is free of charge:	Yes. A shuttle service is provided from the Housing Village to Busch Gardens & Water Country. In route the shuttle driver will be able to drop you off near grocery stores, pharmacies, stores, etc. Buses will go to the parks first and on the way back they will drop and pick-up at other bus stops in route.
Local Bus, Subway or Train:	Yes
Estimated commute time:	30 to 45 minutes
Estimated cost:	\$3
Total:	No Per Day: Yes

If you want to take the bus use the ORANGE line, there is a bus stop in front of the Housing Village. Once you get to the transportation center you need to get on the GRAY line. For more information please check the following: www.gowata.org

Other: Estimated commute time: 15 to 30 minutes

Estimated cost: \$10

Total: Yes Per Day: No

Uber or Lyft is used by students when they miss the Housing Village shuttle.

ARRIVAL INFORMATION

ARRIVAL INSTRUCTIONS

1. What is our address? Ambassador Housing Village located at: 900 Capitol Landing Road, Williamsburg, VA 23185.

2. What are the nearest airports?

- Newport News (PHF) 20 miles / 32 kilometers
- Norfolk (ORF) 44 miles / 70 kilometers
- Richmond (RIC) 45 miles / 72 kilometers
- Arlington (DCA) 150 miles / 241 kilometers
- Dulles (IAD) 165 miles / 265 kilometers

Students should coordinate their flights so as to arrive at their housing up to 5-7 days prior to their contract job start date. Do not arrive on your job start date as this may delay processing.

3. How do I arrive at the Housing Village from the airport?

- Renting a car
- Apps: Uber/Lyft
- Local cab companies
- Train: Amtrak.com
- Buses: Greyhound.com, Groometransportation.com, Us.megabus.com, Norfolkbus.com, etc.

We do not provide assistance for pick up or drop off at airports, bus stops, train stations, etc.

SUGGESTED ARRIVAL AIRPORT

- Richmond, VA, RIC, Less than 50 miles
- Washington DC, IAD, Over 50 miles
- Newport News, Virginia, PHF, Less than 50 miles

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

If arriving after regular hours:



SUGGESTED AFTER-HOURS ACCOMMODATION

Econo Lodge
Econo Lodge 442 Parkway Dr
Williamsburg , Virginia 23185
<https://www.guestreservations.com/econo-lodge-historic-area/booking?msclkid=1734a43d57d61ab08b-9dc52f9e3b061d> (757) 229-7564
\$75 to \$100

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

We maintain direct communication with our local Social Security Administration. We provide students with a schedule and transportation to the local Social Security Administration.

Nearest SSA Office: Newport News , Virginia , Less than 25 miles

OTHER

Wage Payment Schedule:

Employees are paid every two weeks according to our company pay schedule. Students must open a local bank account, paychecks will be deposited in your bank account every payday. Bank account must remain open until you receive your last paycheck.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements

- **Hair:** Hair must be kept clean and neat, no extreme colors or styles.
- **Facial Hair:** Well groomed and trimmed, may not be allowed in food handling areas.
- **Fingernails:** Fingernails modestly manicured.
- **Piercings:** Only ears and a small nose stud.
- **Jewelry:** Conservative in style, color and quantity.
- **Tattoos:** Allowed, but cannot be perceived as offensive or inappropriate.
- **Hygiene:** Good personal hygiene, with a focus on personal cleanliness and use of deodorant.
- **Second Job Availability:** No, unlikely.

APPLICABLE COMPANY POLICIES

PERFORMANCE REVIEWS AND GUIDED FEEDBACK SESSIONS: Team member’s performances are continually being evaluated. Feedback will be received both formally and informally.

ATTENDANCE, NO CALL/NO SHOW: Being absent without proper notification is an unexcused absence. Two “No Call/No Show” absences are considered a severe infraction and may result in a team member being separated from the company.

TARDINESS: Transportation arrangements should not affect your attendance or punctuality. Absence or tardiness due to transportation difficulties may adversely affect your performance record.

DRUG-FREE ENVIRONMENT: It is the policy of SEA to maintain a drug-free work environment. All team members are subject to post employment random drug testing and to reasonable suspicion and post accident testing.

SMOKING: In the interest of the health and comfort of all team members, we prohibit smoking, including electronic cigarettes, at all indoor areas. Smoking is allowed only in designated areas identified by the company. Team members are not permitted to smoke while walking from location to location. Cigarette urns are to be used to extinguish cigarettes properly.

PERSONAL CELL PHONE POLICY: Team members are allowed to carry personal cell phones while at work. They are not to be used while “on the job”. Cell phones must be placed in silent or vibrate only mode during your shift. You are only allowed to use your personal cell phones (voice or text) while on approved breaks and lunches or before and after a shift. Personal cell phone communication cannot be conducted in the presence of a guest. Use of personal cell phones outside of the guidelines listed above will be addressed by the chain of supervision through corrective action, up to and including termination of employment.

UNAUTHORIZED REMOVAL / THEFT OF COMPANY PROPERTY: Theft and unauthorized removal of company property will not be tolerated at BG & WCUSA. Such violations will be taken very seriously and are subject to corrective action, up to and including separation and prosecution. Unauthorized removal of company property, funds, guest property, or the property of a co-worker. Giving or receiving merchandise, food or beverages, without monetary payment. Giving or receiving unauthorized food, beverage or merchandise discounts. Consuming food or beverages not paid for. Selling or bartering complimentary tickets. Falsifying time, improperly allowing yourself (or fellow team member) to be paid for time not worked.



UNACCEPTABLE CONDUCT: Team member conduct is outlined in many park policies. This section outlines a variety of behaviors detrimental to the overall operation of BG/WCUSA. Engaging in any of the following may be cause for immediate separation. This is not an all inclusive list. BG/WCUSA retains the discretion to determine that other conduct can warrant separation. The decision on what discipline to impose shall be made by BG/WCUSA at its sole discretion and may (or may not) be strictly consistent with the conduct identified on this list:

- Unreported absence for two days.
- Being rude, arguing, using profanity/abusive language in the presence of, or to a guest or team member.
- Fighting or provoking a fight on company property.
- Willfully destructing company, guest or fellow team member’s property.
- Unauthorized possession or consumption of, or under the influence of, alcoholic beverages on BG/WCUSA property at any time during your work shift, including rest and meal breaks, or at any company-sponsored events where alcohol consumption has been authorized by the Park President or his designate. Drinking alcohol under the age of 21.
- Not following safety, park and/or department, procedures and policies.
- Engaging in serious safety infractions or horseplay that may jeopardize the safety of guests, team members or animals.
- Using, being under the influence of, or in the possession of, narcotics, illegal drugs, drug paraphernalia or hallucinatory agents on company property at any time. Being under the influence of prescription or non-prescription drugs that interfere with the ability to perform job duties.
- Possessing any item that can be used to inflict harm or injury (i.e., an unauthorized or illegal folding knife, pocket knife, Swiss Army-type knife, non-folding knives, pepper spray, flammable liquid, dangerous chemicals, and wallet chains longer than 12 inches) on company property.
- Possessing “look-a-like” firearms or other “look-a-like” weapons on company property.
- Possessing unauthorized explosives on company property.

- Theft will not be tolerated. Instances of theft may result in immediate separation and prosecution. Theft includes but is not limited to taking items such as cash, merchandise, and food.
- Giving unauthorized discounts, taking items from another team member or guest, keeping any lost and found items.
- Falsifying time records, inaccurate recording of time worked, or improperly allowing yourself or another team member to be paid for time not worked.
- Misuse of team member ID card.
- Selling or bartering complimentary tickets, complimentary season passes and/or selling discount tickets or coupons.
- Refusing to participate in an inspection of your vehicle or personal property on company premises, or refusal to show your BG or WCUSA ID badge when requested to do so.

COMMUNITY AMENITIES

Walking Distance from Worksite: Bank, Restaurants, Internet Cafe.

Walking Distance from Housing: Food Market, Shopping Mall, Bank, Restaurants.

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