



# SANTA CRUZ SEASIDE

## SANTA CRUZ, CA.

### BOARDWALK GUEST SERVICES – Servicio al cliente

#### Host information

Santa Cruz Seaside Company allows students to work in a small surf town on the California beach located within the Monterey Bay, part of a national marine sanctuary!

Positions are guest-facing, and you'll have the opportunity to interact with guests and improve your English every day! Housing is provided!

Voted the world's Best Seaside Amusement Park 10 times over the years, the Santa Cruz Beach Boardwalk features both modern and classic thrill rides, restaurants, miniature golf, video game arcades, and family bowling, all located on a mile of sandy beach. While working for Santa Cruz Boardwalk you'll be living in the town of Santa Cruz. Santa Cruz is a small surf town. The housing is located no more than a 10-minute walk to the Boardwalk and beach. Santa Cruz downtown is only a few minutes away. On the main street you can find coffee shops, restaurants, independent shops, and some chain shops like GAP, and Urban Outfitters. Most nightlife ends at 10pm, and by nightlife we mean a few bars you can go out and watch music, comedy and have a few beers. There is not a big nightlife scene in this surf town, because surfers wake up very early to grab the first waves!

You are only a few hours away from San Francisco and Yosemite National Park. This is the experience of a lifetime. Come join the Santa Cruz Beach Boardwalk Team!

**Host Website:** <http://www.beachboardwalk.com/>

**Site of Activity:** Santa Cruz Seaside Company

**Parent Account Name:** Santa Cruz Seaside Company Inc

**Host Address:** 400 Beach Street Santa Cruz , California , 95060

**Nearest Major City:** San Jose , California , Less than 50 miles away.

#### Placement information

**Job description:** Provides the highest level of Guest Service. Jobs will be assigned upon arrival due to current company staffing needs. Job Opportunities Include: Arcade/Game & Attractions Operator, Guest Service Office, Ride Operator, Retail, Boardwalk Bowl, Housekeeping, Ticket Sales or Food Service Operator. Students MUST be flexible to their job assignment and switching jobs is not an option.

Physical Requirements to expect:

- Bi-manual dexterity.
- Able to move equipment.
- Able to walk, bend, stretch and stand for up to eight hours at a time.
- Able to climb stairs.
- Able to tolerate exposure to fast motion rides and observe the ride and guests while a ride is in motion.
- Able to maintain consistent attention to the ride and guests.
- Able to work in a noisy, fast-paced environment.
- Able to use arms and legs to operate equipment and to climb stairs.
- Able to work outdoors in the sun, rain and wind.
- Able to lift and to carry up to 40 pounds from ground to waist height.
- Able to work in a noisy environment and may work under black lights with theater smoke.

\*\*We do not guarantee 32 hours per week after Labor Day (September 4th). The park will only be open on weekends after this date. To make up for this, housing is FREE after September 4th if you are scheduled less than 32 hours per week, which will most likely be the case.

**Typical Schedule:** Must have an open/flexible schedule Monday -Sunday from 7am to 1am.

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

We do not guarantee 32 hours per week after Labor Day (September 4th). Please see job description for more details.

**Drug Test required:** No



## Compensation

<b>Hourly Wage:</b>	\$15.5
<b>Eligible for Tips:</b>	No
<b>Estimated weekly wages including tips:</b>	\$496
<b>Bonus:</b>	No
* All figures above are pre-tax	
<b>Estimated average number of hours per week:</b>	32
<b>Estimated minimum number of hours per week:</b>	32
<b>Estimated maximum number of hours per week:</b>	40
<b>Potential fluctuation in hours per week:</b>	32 hours are not guaranteed for your first week or your last week but over course of the season, your hours will average out to be 32 hours/week or more.
<b>Average number of hours per week reached by last year's seasonal employees:</b>	32
<b>Overtime Policy:</b>	Yes, paid after 40
<b>Job-Specific Benefits:</b>	20% discount is given to all employees on food items while working.

## Job requirements

<b>English Level required:</b>	Advanced
<b>Required to be 21+:</b>	No
<b>Previous Experience required:</b>	No
<b>Qualifications &amp; Conditions:</b>	Lifting Lifting requirement: 50lbs/22kgs
<b>Description:</b>	please see job description. Standing for entire shift Working outdoors Working under direct sunlight Other qualifications or conditions
<b>Description:</b>	Please see job description. Working in cool or hot conditions: Average temperatures range from 8 Celsius - 22 Celsius during this time of year.
<b>Job Training required:</b>	Yes
<b>Length of job training:</b>	training will be provided on the job.
<b>Hours per week during training period:</b>	24
<b>Different wage during training period:</b>	No
<b>Start on specific day of the week:</b>	No

**Training requirements:** On the job training is provided in-house. If working in a Food Service position, will be required to obtain a ServSafe certificate within one week of working in department. Supervisor will initiate this testing requirement.

**Need to wear uniform:** Yes

**Uniform Policy:** Uniforms will be issued upon hire. You will be fitted for your uniform by the Wardrobe department. You will be expected to wear your uniform in the fashion they instruct you. Shirts will need to be tucked in and your appearance should be professional.

**Cost of uniform:** \$0

**Uniform laundry:** Provided at no cost

**Dress Code:** Yes

**Description:** As noted above and per company grooming policy previously posted.

## Cultural opportunities

**Types of Cultural Opportunities:** Trips to Nearby/Major Attractions, Company Parties

**Additional Details about Cultural Offerings:** Seasonal employee kick-off party (for those who arrive by mid-May) and an end of season party for all staff who complete the entire season.

**Local Cultural Offering:** Employee discounts to other theme parks and attractions, including the World Famous, Monterey Bay Aquarium. Farmers Markets with local produce and different community cultural events in the downtown area. Near enough to big cities that hold concerts and large festivals.

## Housing and transportation

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

**Employer-owned or employer-arranged housing description:** Participants do not get to select their housing, housing will be assigned by program administrator and is non-negotiable. A questionnaire will be sent out asking for preferences for housing. While we try our very best to accommodate your requests, we are not always able to. Please be flexible. All housing will include a refrigerator (could be mini or full size), bed with linens including a pillow, kitchen tub filled with basic kitchen utensils and cleaning bucket with basic cleaning supplies. Most housing has a kitchen with an oven/stove, those that do not have an oven and stove will be provided with a microwave and hot plate for cooking needs. Most housing has it's own, private bathroom. There are a few accommodations that have a shared bathroom located in the building. Any other items needed not listed above are up to the participant to purchase on their own. There are many thrift or second hand stores as well as other



affordable options in Santa Cruz where these type of items can be purchased at low prices. Ordering online through Amazon is another good option. Please be aware, much of our housing is located in older buildings. The housing is clean and appropriate for living, however, just older than you may be used to.

**Lease Agreement:** Yes

### ONSITE AMENITIES:

**WiFi:** No. Unfortunately, our housing does not include WiFi, sorry. You are welcome to purchase your own from an internet company in Santa Cruz if you wish.

**Phone Service:** Yes. We do not provide landlines in the housing, however, most participants either arrive with a mobile phone and prepaid plan or purchase one while here.

**Kitchen facilities:** Yes. As stated above, most housing has a full kitchen (microwave not included). The housing without full kitchens have a microwave and hot plate provided for cooking purposes.

**Laundry facilities:** No. \*Two of the several housing locations have onsite laundry facilities which are coin operated. Most other housing has a laundromat nearby.

### OCCUPANCY REQUIREMENTS FOR PROVIDED HOUSING:

**Minimum Occupancy Per Room:** 1

**Maximum Occupancy Per Room:** 3

**Suggested Occupancy Per Room:** 1 - 3

**Rooming Arrangement Description:** Most housing is apartment style and can range in size from studio apartment to multiple bedrooms. You will be living in a dwelling that will accommodate anywhere from two to six people. You may request to live with your friend(s)/partner. Co-ed living is permitted and most 2-person dwellings are reserved for this purpose. You must be flexible to your assigned living arrangement. We try to mix cultures as often as possible to really fulfill the cultural experience - please expect this!

### PROVIDED HOUSING COST:

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

**Cost per Week:** \$58.22

**Housing Cost Deducted from Paychecks:** Yes

**Utilities Costs:** No

**Housing Deposit:** Yes

**Cost:** \$150

**Description:** Housing Deposit must be paid in cash on the day you meet with the Administrator for your job assignment and paperwork. Please note - you will not be permitted to begin work until you pay this deposit.

**Housing Deposit Refundable:** Yes

**Conditions for Deposit Refund:** In order to receive your full deposit refunded at the end of the season, there must be no damages to the living space and it must be clean. In short, the space should look EXACTLY the way you found it when you arrived when you are leaving. Deductions will be made accordingly.

**Details About Deposit Refund:** The deposit will be refunded in cash upon an inspection as you are departing housing.

### TRANSPORTATION TO WORKSITE:

#### Walking Commute Time

**Estimated commute time:** 30 to 45 minutes

**Description:** Most housing is within a 10-minute walk, however, there is a housing location which is a bit further away - you must be flexible to this and arrange your own transportation. There are sidewalks provided the entire walking route.

#### Biking

**Estimated commute time:** 15 to 30 minutes

**Bicycles are provided free of charge:** No

**Bicycles are not provided:** Yes

**Bicycles are available to rent:** No

**Estimated cost:** \$

**Description:** Same as above information for walking. There are bike lanes, however, always exercise caution. Obey all traffic rules and wear a helmet and use a bike light if after dark. You will need to purchase a bike lock as well.

### Arrival information

**Arrival Instructions:** There are two airport options for your plane travels. It is up to you which one you find most suitable for your specific circumstances and/or needs.

**1. San Jose International Airport (SJC):** This is the closer of the two airports (34 miles from Santa Cruz), however, it may be slightly more expensive and fewer options as far as dates and times of flights.

**2. San Francisco International Airport (SFO):** This airport is located about 65 miles north from Santa Cruz. While it is further from Santa Cruz, you may find it more affordable and more options in terms of dates and times of flights.

**Important:** Whichever airport you choose, please take note that during "Rush Hour Traffic" (from 4pm to 7pm Monday - Friday), you will be stuck in the commuter traffic. Which if you have good music to listen to or you want to sleep may not be such a bad thing. Santa Cruz is small and many people that live here have their jobs in the bigger cities such as San Jose and San Francisco.

You must arrive in Santa Cruz on the pre-arranged and sche-



duled date from your interview or another later agreed time via email. We will email you additional information on travel options from either airport to Santa Cruz. We do not provide transportation from the airport to Santa Cruz, sorry.

### Suggested Arrival Airport:

- San Francisco International Airport, SFO, Over 50 miles.
- Norman Y. Mineta San Jose International Airport, SJC, Less than 50 miles.

**Estimated cost of transportation to worksite from suggested airports:** \$150 to \$200

### If arriving after regular hours:

#### Suggested After-Hours Accommodation:

##### Travelodge by Wyndham

326 South Airport Blvd

South San Francisco , California 94080

<https://www.wyndhamhotels.com/travelodge/south-san-francisco-california/travelodge-san-francisco-airport-north/overview?CID=LC:TL::GGL:RIO:National:08791&iata=00093796>

(650) 741-4222

\$100 to \$150

##### La Quinta Inn & Suites San Jose Airport

2585 Seaboard Ave

San Jose , California 95131

\$100 to \$150

## Training and onboarding

**Pre-Arrival Onboarding:** Yes

Instructions will be provided after hire.

### SOCIAL SECURITY NUMBER:

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

**Details about how to apply for Social Security Number:** When you meet with the Work and Travel Administrator for your job assignment, you will be provided with information along with an application to obtain your Social Security Card. The Social Security Office is located in the downtown area of Santa Cruz City and within walking distance of most of our housing locations. You will be provided with an address and map upon arrival.

**Nearest SSA Office:** Santa Cruz , California , Less than 10 miles

### OTHER:

**Wage Payment Schedule:** You are paid bi-weekly according to a preset pay period schedule. Due to this being a preset schedule, it could be almost 3 weeks after you start work to receive your 1st paycheck. Direct deposit is available and highly recommended.

**Meal Plan:** Not available

**Provide Certificates/Performance Evaluations:** Yes

**Hire in Groups:** Yes

### Maximum Group Size:

**Grooming Requirements:** We are gender neutral. Any hair color, dyed or natural, is acceptable. Facial hair should be neat (or clean shaven. 3 earrings per ear no longer than 2 inches long, stud earrings not wider than 1/4 inch in diameter. Small nose stud 2mm or smaller (location only on side of a nostril). No other visible piercing. Plugs smaller than 1/4 inch ok. No tunnels/tapers. No visible tattoos on head, face, and neck. Please read full tattoo policy on our website.

**Second Job Availability:** No, unlikely

**Applicable Company Policies:** Second jobs are possible, however, VERY hard to find. DO NOT count on a second job. If you are lucky enough to secure a second job, their schedule must come secondary to your schedule at the Santa Cruz Beach Boardwalk. We guarantee 32 hours average a week if your schedule isn't limited by a second job. In 2021, many Work and Travel worked overtime hours.

Santa Cruz can be very cold or very hot and everything in between. We are influenced by the beautiful Pacific Ocean so plan for varying temperatures anywhere from 7 to 37 degrees Celsius, no joke!

Smoking is only permitted in designated areas. There is absolutely no smoking allowed in any of the housing units. Santa Cruz in general is not a very smoking friendly city - there are many areas you can be fined for doing so. We will explain the areas you are permitted to smoke upon arrival.

Cell phones are not permitted to be seen at your workstation. If you end up being a Ride Operator, your job and housing will be terminated immediately if you are seen at your workstation looking at your cell phone. Plan to wear a normal wristwatch.

## Community amenities

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

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

**In Town, Requires Transportation:** Food Market, Shopping Mall, Post Office