



WORK & TRAVEL USA

The Peak Grill and Tap Room at Palmer Gulch Resort - Dining Room Assistant

HOST INFORMATION

Company Description:

The Peak Grill & Tap Room is located in the heart of the Black Hills, the home of Mt. Rushmore National Memorial. We're nestled in the pine trees at the KOA Palmer Gulch, a remote lodging and camping resort approx. 8 miles outside of Hill City South Dakota. Just a short drive from outdoor adventures and jaw-dropping national monuments such as Mt. Rushmore National Memorial, Crazy Horse Memorial, Badlands National Park, Wind Cave National Park and Custer State Park. The area is great for those seeking a summer filled with hiking, biking, swimming, horseback riding, zip-lining, fishing, and lots more.

The Peak Grill & Tap Room is a family owned and operated restaurant known for its variety of domestic and import beer, wine and cocktails and a selection of food for breakfast, lunch and dinner. The outdoor patio is a relaxing area where our guests can eat, drink and enjoy the breathtaking view of Black Elk Peak. Our food service takes us all over the park; Pancake breakfast at the Prospector tent, catering meals for family reunions or weddings, concessions for Palmer Gulch Rodeos and Polkapalooza. We are looking for enthusiastic and motivated team members that want a cultural experience in South Dakota while making life long friends and memories.

Visit our website to learn more about The Peak Grill & Tap Room: <http://www.thepeakbh.com>

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

Site of Activity: The Peak Grill and Tap Room at Palmer Gulch Resort

Parent Account Name: The Peak Grill and Tap Room at Palmer Gulch Resort

Host Address: 12320 SD Hwy 244 Hill City , South Dakota , 57745

Nearest Major City: Rapid City , South Dakota , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Depending on English proficiency, dining room attendants will be bussing tables, greeting guests, seating them and following up with customers until the end of their visit. Employees with highest level of English communication skills will be responsible for engaging in conversations with customers, such as explaining the menu, taking their drink/food order, delivering their order to their table and collecting their payment once they're done with their meal. These employees must be able to engage with customers to create a positive dining experience.

All dining room attendants will be responsible for the on-going cleaning of the dining room, wait station and outside patio throughout their shift. They are also responsible for washing silverware, glassware and server trays and for cleaning and stocking the supplies in the bathrooms during and at the end of their shift.

TASKS:

- check with customers to ensure they are enjoying their meal and take action to correct any problems
- collect payments from customers
- write customers drink and food orders down on paper and enter order into computers for transmittal to kitchen staff
- prepare checks that itemize and total meal costs and sales tax

- check customers "identification" to ensure they meet minimum age requirement for consumption of alcoholic beverages
- deliver drink and food order to customers
- present menus to customers and answer questions about menu items, making recommendations upon request
- clean tables and counters after customers have finished dining
- prepare hot or cold drinks for customers
- roll silverware, set up dining room to prepare for the next shift and/or large parties
- inform customers of daily specials and/or if we're out of any menu items
- stock service areas with supplies such as coffee, food, tableware and condiments
- be able to explain how various menu items are prepared, describing ingredients and cooking methods
- after customers leave, remove dishes/glasses from table and take them to the kitchen for cleaning
- assist host/hostess by greeting customers, seating them and thanking them for coming
- perform cleaning duties; sweeping/mopping floors, taking out the garbage, checking on and cleaning the bathroom
- keep salt/pepper, sugar, cream, condiment and napkin containers clean and full of product
- describe and recommend various alcoholic beverages to customers
- provide customers with information about local area attractions, including driving directions
- at the end of the day, each dining room assistant on duty is responsible for sweeping/mopping the dining room floor and sanitizing the tables, ensuring the dining room is ready to open the next day

Typical Schedule:

Dining Room Assistants will work from approx. 3:00pm until 10:30pm Sunday thru Saturday with 1-2 days off per week.

Drug Test required: Yes

COMPENSATION

Hourly Wage: \$4.65

Eligible for Tips: Yes

Tipping in the United States is customary. Your tips will depend upon your personality and your knowledge of the menus, both food and drink.

Estimated weekly wages including tips: \$380

Bonus: Yes

We offer a Year End bonus to any employee who fulfills their contract; ex. doesn't leave prior to the Visa end date. Our bonus is 5% of your gross wages excluding tips.

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Shoulder season (May and September), Holiday's and special events within the resort.

Average number of hours per week reached by last year's seasonal employees: 36

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

25% Employee Discount on meals and Year End bonus for those who complete their contract Free use of the resort amenities: pools, basketball courts, parks, etc.

JOB REQUIREMENTS

English Level required:

Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Serving guests their meals via server trays gets heavy. Must be able to hold and carry plated food and drink through the dining room.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Other qualifications or conditions

Description:

Working as a Dining Room Assistant, you're on your feet throughout your whole shift. Good, comfortable shoes is a must. The restaurant is an old log cabin, it has steep, narrow stairs. Your safety is important to us. This position requires daily cleaning before, throughout and at the end of your work shifts; cleaning bathrooms, sweeping, mopping, cleaning counter tops/tables, cleaning windows, etc.

Need to wear uniform: Yes

Uniform Policy:

Employer issued t-shirt with denim jeans and shirt tucked is the required uniform. Personal appearance is important. Keep hair out of face. Clothing must be laundered often. No holes or tears in denim jeans. Socks must be worn with athletic shoes.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Dress code is equal to uniform.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Potlucks or Dinners, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

Your employer will organize a trip to Mt. Rushmore National Memorial or Badlands National Park. After Labor Day, your employer holds an International Dinner party for students. Each country works together to plan and prepare a main dish to share with everyone.

Local Cultural Offering:

The Palmer Gulch Resort is available for student use. They have several pools, splash pad, basketball court, volleyball net, coffee shop and covered picnic shelters. Learn more about the resort and the activities they offer at: <http://www.palmergulch.com>

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:

Students will reside in "The Bunkhouse" at 124 Pine Ave, Hill City, South Dakota 57745 Employer-Arranged housing includes electricity, water and internet.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

Private Wi-Fi and is protected with a password

Phone Service: Yes

Description:

Landline is available at The Peak Grill & Tap Room. No landlines are available in employer-arranged housing. Note. Cellular service is in the Hill City area, but NOT at The Peak Grill & Tap Room.

Kitchen facilities: Yes

Description:

Kitchen facilities are limited within The Bunkhouse. Most cooking is restricted to rice cookers, crock pots and microwaves. Refrigerator and freezers are available for

Laundry facilities: Yes

Description:

Each housing unit has a washer and dryer

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 4 - 6

Rooming Arrangement Description:

If you're traveling with a friend and would like to room together, you MUST notify your employer of this prior to travel. Housing is co-ed, but individual rooms are NOT.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$120

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$300

Description:

Housing Deposit can be withheld from your paycheck or you can pay it directly with cash. The housing deposit is due after your first two payroll cycles.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

If housing inspections DO NOT pass, you will not receive a refund. Housing units must be kept clean and without damages. If you do not work through your agreed upon job offer date, you will not be eligible for a housing deposit refund. A \$50 non-refundable cleaning fee is charged to each student

Details About Deposit Refund:

Housing inspections that pass employer approval will receive the \$250 (less \$50 cleaning fee) via their last paycheck.

Transportation to Worksite:

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: The employer provides transportation for students only via company van. Hill City area offers taxi services at \$25 one way.

ARRIVAL INFORMATION

Arrival Instructions:

The employer suggests flying into Rapid City Regional Airport (RAP). This airport is approximately 50 miles from The Peak Grill & Tap Room. It's best to arrive Monday through Thursday between the hours of 10am and 6pm. We highly suggest not taking the last flight of the day. The employer will have arranged for your transportation from the airport to The Bunkhouse, located in Hill City. You'll find "Airport Shuttle" information desk at the bottom of the escalator, in the baggage claim area. Simply give them your name and the address of the Bunkhouse. They'll be expecting you, providing you have communicated your travel itinerary TWO WEEKS PRIOR to your arrival into the US.

Please note. Students MUST email their arrival information to Lindsey Rokusek, Administrator (lindseyr@hanseninc.net) at least 2 WEEKS prior to arrival to the United States. Details about a scheduled pickup will be communicated to the student prior to their departure.

Suggested Arrival Airport:

Rapid City Regional Airport, RAP, 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:

Sun Inn Hotel
725 Jackson Blvd
Rapid City , South Dakota 57702
605-343-3063
\$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:

We will provide the forms students need to apply and help them complete it prior to them traveling to the SS office. However, we do not provide transportation into Rapid City to the SS office.

Nearest SSA Office: Rapid City , South Dakota , Less than 50 miles

Other:

Wage Payment Schedule:

Students are paid bi-weekly (every other Sunday) is payday. All students will receive a payroll check, not cash. You'll want to visit with a bank of your choice to open a checking account.

Meal Plan: Optional

Estimated Cost Per Day: \$0

Meal Plan Description:

This is NOT a meal. We provide a light snack like deli sandwiches or side salad, fruit, granola bars, and soft drinks. Ordering from the menu is 25% off with certain restrictions.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: No

Grooming Requirements:

No visible tattoos or piercings! Only approved piercings are in ears. Daily personal hygiene is a must. Please arrive well groomed and in full, clean uniform. Shirt tucked in and worn with a belt. Non-skid, closed toed, athletic shoes and socks are required. No sandals. State law requires all hair pulled back, out of face. Kitchen assistants are required to wear a hat at all times.

Second Job Availability: Yes, likely

Applicable Company Policies:

All employees must be able to lift and carry up to 30lbs. The building is an old, log cabin with a lot of character and a lot of stairs. Please take note of this, as we don't want anyone to get hurt.

Absolutely NO cell phones are allowed in your possession during your shift. The resort and your housing unit, is a smoke free facility and we expect our employees to comply. To encourage a healthy lifestyle, we do not allow smoke breaks at any time.

Employer will provide transportation to and from The Bunkhouse in Hill City to The Peak, about an 8 mile drive. Please be respectful of your scheduled shifts and be ready for work when transportation arrives.

Scheduling is done once a week; Sunday thru Saturday. Those who take on a second job, as your sponsored employer, your schedule with The Peak comes first.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library

Unavailable:

Shopping Mall