



Terra Nova Cabins - Housekeeper

HOST INFORMATION

Company Description:

Perks to the job that students get to experience include access to hiking trails directly behind the property on national forest lands, water activities on Hebgen Lake across the highway from Terra Nova Cabins, campfires at night, and wildlife viewing.

Terra Nova Cabins is an ever growing lodging property that represent the best in western hospitality and comfort, where guests from across the globe come to experience the natural beauty within and around Yellowstone National Park. Situated across the highway from beautiful Hebgen Lake and backed by the Custer Gallatin National Forest, adventure seekers use Terra Nova Cabins as a base camp while they explore the numerous hiking trails, lakes and rivers that the area has to offer.

Located 20 minutes from the town of West Yellowstone and Yellowstone National Park, students can expect to work in a peaceful outdoor mountain resort type setting while they perform housekeeping duties in our new cabins. In West Yellowstone, the summers are short, comfortable, dry, and mostly clear with daytime high temperatures averaging in the seventies (fahrenheit) from mid June thru mid September.

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

Site of Activity: Terra Nova Cabins

Parent Account Name: Terra Nova Cabins

Host Address: 35 Kirkwood Creek Rd West Yellowstone , Montana , 59758

Nearest Major City: Bozeman , Montana , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

We seek motivated students who have a passion for hospitality and customer service and work well in a team atmosphere! As a housekeeper, you will be responsible for cleaning cabin units and respond to guests requests in a positive manner to deliver outstanding guest service. These housekeeping duties include but not limited to:

- Enjoy working with others in a team atmosphere
- Stripping/making beds, cleaning bathrooms, removing trash, dusting furniture, cleaning food stains off walls, mopping floors, vacuuming, removing cigarette butts from outside receptacle, watering flowers, washing dishes
- Washing, drying, and folding of linens including towels and bed sheets and then organizing them into proper shelving units in laundry facility
- Notifying manager of possible maintenance issues in cabin units
- Take the initiative on projects in your housekeeping area with limited supervision
- Attention to detail with cleaning every cabin unit to a high standard
- Washing, drying, folding linens and organizing on shelves in laundry room

Typical Schedule:

Expected job schedule is Monday thru Sunday 9am to 6pm

Drug Test required: No

COMPENSATION

Hourly Wage: \$16

Eligible for Tips: Yes

It is common for guests staying at Terra Nova Cabins to leave a tip for the housekeepers upon checkout. These tips are to be given to management to be evenly distributed among the housekeepers.

Estimated weekly wages including tips: \$640

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 35

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week:

Hours should only fluctuate the first two weeks in May as this time of year is typically slower.

Average number of hours per week reached by last year's seasonal employees: 40

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

We offer 30% discount on convenience store food items to student employees.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Lifting requirements and frequency for the housekeeping position are as follows: - Lifting laundry baskets filled with linens multiple times a day - Carrying tub with cleaning materials from cabin unit to cabin unit - Placing trash from cabin units in garbage dumpster - Watering flowers with use of watering can

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Job Training required: Yes

Length of job training:

3 days

Hours per week during training period: 24

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Students will be trained by a team leader the necessary and required skills needed to clean cabin units at a high standard. Certificates are not needed after training is completed.

Need to wear uniform: Yes

Uniform Policy:

Students are required to wear a logoed Terra Nova Cabins t-shirt to work each day.

Cost of uniform: \$30

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

Students must wear comfortable clothes to work such as jeans or long shorts that do not have tears. Toed shoes are required on the job site.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Potlucks or Dinners, Shopping Trips, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Holiday Events, campfires, horseback riding

Additional Details about Cultural Offerings:

Participants that worked at Terra Nova Cabins last summer season experienced the following activities:

- *Shopping in West Yellowstone*
- *Boating on Hebgen Lake*
- *Fireworks on The Fourth of July*
- *Campfires at night*
- *Horseback riding*
- *Whitewater rafting*
- *Hiking area trails*
- *Dinner outings at area restaurants*

Local Cultural Offering:

There's lots of different opportunities available to you in the area! Please consider hiking, enjoying the water, and going camping with friends.

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:

Amenities students will have access to in their housing units include, refrigerator, microwave, bedding/linens, utensils, shared private bath, and Wifi internet. Housing is shared cabins, 2-3 people in each cabin. Address of arranged housing: Terra Nova Cabins 35 Kirkwood Creek Road West Yellowstone, MT 59758

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Participants will have access to onsite BASIC Wifi internet with the use of a password which we will provide. Wifi is not always stable or consistent.

Phone Service: Yes

Description:

Participants will have access to our office landline phone to contact CIEE or in case of an emergency. Reliable cellular service is also available for students if they wish to purchase a Sim card.

Kitchen facilities: Yes

Description:

Each student onsite housing unit will have kitchen facilities

Laundry facilities: Yes

Description:

Terra Nova Cabins has an onsite laundry facility where students can do their own laundry free of charge, but must provide their own laundry cleaning products.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Participants can request to live with their friend and we will designate each cabin housing unit as either a girls or boys cabin.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$20

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$150

Description:

Management will deduct the deposit from the employee's first two paychecks or can be paid with cash upon arrival.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Participants will get a housing deposit refund if their respective housing unit is cleaned to same standard as when arrived with no damages and participant completes their contracted work dates.

Details About Deposit Refund:

Deposits will be refunded to participants final paycheck.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Participants live at their worksite so there is no commute to work

ARRIVAL INFORMATION

Arrival Instructions:

Each participant must fly into Bozeman Yellowstone International Airport. From there, we will pick up each student at the airport upon arrival. After we pick up the students from the airport, we will take them for a grocery run in Bozeman. It will take approximately 90 minutes to transport students from the airport to Terra Nova Cabins and their respective housing location. Please email us your flight information into the Bozeman Airport approximately one month prior to arrival.

We prefer you schedule arrival time prior to 4pm. Upon arrival, we will go to the Social Security Office.

Each student is required to complete their SEVIS registration with CIEE on or after their DS-2019 start date. Once registered, we will drive them to Bozeman to apply for a social security card.

Participants can send their flight information one month prior to arrival to:

Will Liang- will@terrannovacabins.com

Suggested Arrival Airport:

West Yellowstone Airport, WYS, Less than 25 miles

Bozeman Yellowstone International Airport, BZN, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

Holiday Inn Express & Suites Belgrade

309 W Madison Ave.

Belgrade , Montana 59714

ST0303@TOWNPUMP.COM

1-406-388-7100

\$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:

Once participants have completed their SEVIS registration, we will drive students to the social security office in Bozeman so students can apply for a Social Security number.

Nearest SSA Office: Bozeman , Montana , Over 50 miles

Other:

Wage Payment Schedule:

Participants will be paid semi-monthly direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

When participants show up for work, they must be hygienically clean and well groomed. Facial hair must be well groomed. Visible piercings are not allowed but earrings are fine. Students are required to wear a Terra Nova Cabins t-shirt during their shift which we will provide three at no cost, additional t-shirts can be purchased at cost.

Second Job Availability: No, unlikely

Applicable Company Policies:

Working conditions participants can expect include, working mostly indoors while performing cleaning duties inside cabins. These duties include but not limited to vacuuming, dusting, mopping floors, changing bed linens and cleaning bathrooms. Students will need to walk from cabin to cabin outdoors in all sorts of weather conditions while they perform these cleaning duties. Physical requirements include walking, standing for long periods of time, bending, reaching, lifting up to 30 pounds watering plants with a watering can, typing on the computer and assisting guests.

Students are allowed to use cell phones during their work day to listen to music or communicate with other fellow on clock employees and management. Cell phone usage while on the clock for personal use is not allowed.

Smoking shall be on the employee's time during scheduled breaks and at designated smoking areas. Cigarette butts must be disposed of in the proper containers. No smoking is allowed in company buildings, vehicles or inside employee housing units.

Terra Nova Cabins is a 7 day a week operation so participants are required to work weekends and students are allowed to work some but limited overtime hours.

Participants are not allowed to make international phone calls to their home country from the office land line. Students can download WhatsApp to their phone to communicate with family.

COMMUNITY AMENITIES

In Town, Requires Transportation:

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

