

J-1 WORK AND TRAVEL PROGRAM  
**JOB OFFER AGREEMENT FORM**

Exchange Visitor ID number

HOST ENTITY INFORMATION

Host Entity Name: Great Wolf Lodge - Traverse City  
Site of Activity Address: 3575 N US Highway 31 S, Traverse City, MI, 49684, United States

JOB INFORMATION

**Job Title** Restaurant Attendant  
**Start date - Earliest** 2025-05-15 **Latest** 2025-05-30  
**End date - Earliest** 2025-08-30 **Latest** 2025-09-07  
**Guaranteed salary/wage per hour before deductions** 17.00 \$ per hour  
**Average hours per week** 32  
**Required Interviews** Sponsor Interview, Host Interview

HOUSING INFORMATION

**Housing Model** Host company provided

EXCHANGE VISITOR SECTION

Exchange Visitor Printed Name	Date of birth
Program Start Date	Program End Date
Signature	Date

Sponsor or agency representative name

I confirm that I have read, understood, and agreed to the conditions outlined in this job offer. I agree to adhere to all Alliance Abroad and Department of State program rules regarding employment and program participation, including the Terms and Conditions which were part of my program application. If I change jobs without receiving prior permission from Alliance Abroad, or if I violate other Alliance Abroad rules or J-1 program regulations, Alliance Abroad may end my program early, and I will be required to return home. I understand that if my program ends due to regulation violations it may have a negative impact on future U.S. visa applications.

Section 1

HOST ENTITY INFORMATION

Entity name	Great Wolf Lodge - Traverse City
Description	Come and play at Great Wolf Lodge in Traverse City! Our Michigan resort offers both indoor water park fun and dry-land experiences for the entire family. Your stay includes access to the water park, kept warm at 84-degrees year-round. There's something for everyone such as kid-friendly activities, a range of dining options, interactive games, and more all under one roof. Book now and go for the moment today.
Web site	<a href="https://www.greatwolf.com/traverse-city">https://www.greatwolf.com/traverse-city</a>

Primary contact name	Laura E. Neubauer
Title	Human Resources Director
Department	Human Resources
Phone 1	(231) 632-1662
Fax	(231) 534-9075
Email	lneubauer@greatwolf.com

## Section 2

### DETAILED JOB INFORMATION

Site of Activity address	3575 N US Highway 31 S, Traverse City, MI, 49684, United States
Job Title	Restaurant Attendant
Special requirements	<p>Participant is required to live at housing facility reserved by Great Wolf Lodge.</p> <p>Participants who are fired from this placement will need to vacate the housing as well.*</p> <p>Will be working with cleaning chemicals.  Will be required to stand throughout the shift.  Must be able to lift up to 30 lbs.</p>
Position details and description	<p>Restaurant Worker - Dishwasher, busser, food runner (running items to/from buffet line) and possible light food prep work (prepping basic ingredients for cooks to use).</p> <p>Depending on English level, may be asked to work Front of House and run a register.</p>
Department	Food and Beverage
Work schedule Shifts may vary; Hours may be reduced depending on business needs, weather, economic situations, your performance, sick time and other circumstances.	<i>Varies, can be scheduled between 6am - 11pm</i>
Average hours per week	32
Guaranteed salary/wage per hour before deductions Employers must lawfully abide by their state and local minimum wage laws for tipped and non-tipped positions. As minimum wage increases annually, even if it is in the middle of a J-1 Summer Work Travel program, employers must follow their state minimum wage laws and increase pay for any employees who's wages do not meet the new state minimum. Participants should be compensated the higher of federal, state or local minimum wage. If an employee's tips combined with their hourly wage do not meet the minimum wage requirement, the employer must make up the difference.	\$17.00
Is Overtime available	Yes

Overtime wage (if applicable)	1.5 X Normal rate. Overtime is offered but not guaranteed.
Required skills	Must be agile and have ability to frequently climb, balance, stoop, kneel, crouch, or crawl in order to reach various items and move through sometimes tight spaces.
English level	Excellent
Supervisor	RaShaun Bird

### Section 3

#### POSITION REQUIREMENTS

Grooming	
Grooming standards	Neat clean and professional appearance - Please see attached grooming standards.
Dress code	Uniform shirts are provided, but participants must provide their own black pants and black, closed-toe shoes.  Avg Cost if purchased in the US \$80 - \$100*
Uniform provided?	Yes
Cost to Exchange Visitor	None
When is uniform fee due	N/A
Screening	
Host Entity will require a drug test	Yes
Host Entity will provide the drug test	Yes
Description of drug screening policy	Participant must obtain and pass drug screen prior to orientation. If they do not pass they will no longer have a position with Great Wolf Lodge. Details to be provided by Great Wolf Lodge upon arrival.
Will Exchange Visitors incur a cost for screening	No
Cost to Exchange Visitors (if applicable)	N/A
When is screening fee due	N/A
Payment	
Payment schedule	bi_weekly
Allowances, bonuses, and/or incentives	Fee and/ or discounted use of water park and other resort amenities
Training / Orientation	
Host Entity provides training/orientation	Yes

Description	Full day of orientation prior to being released to working in department. Student will receive department specific training from their direct supervisor.
Will Exchange Visitors be paid during training/orientation	Yes
Length of training/orientation	1 day
Will Exchange Visitors incur a cost for training/orientation	No
Cost to participant	None
When is training fee due	N/A

#### Section 4

#### HOUSING INFORMATION

If company provided housing or temporary housing is not offered, Exchange Visitors will need to secure housing after they have accepted the job offer.

Does Host Entity provide temporary housing?	No
Duration of temporary housing	N/A
Cost of temporary housing	N/A

#### *Housing Lead 1*

Housing model	Host company provided
Gender requirement	Any
Housing type	Hotel
Housing name	Emerald Creek Apartments - Summer
Contact name	Laura Neubauer
Address	2516 Crossing Circle, Traverse City, MI, 49684
E-mail	N/A
Phone	(231) 932-9350
Web Address	www.emeraldcreekapts.com
Housing cost	125.0
How often is rent due?	Per week

Is weekly cost/rent payroll deducted?	Yes
Is housing deposit payroll deducted?	No
Is deposit refundable	Yes
Deposit refund policy	No
Can housing be co-ed	No
Is renters insurance required	No
Housing amenities	Basic Utilities
Distance between work site and housing	1.8 miles
Description	This is an apartment complex approximately 1.8 miles from Great Wolf Lodge. Furnished 2-bedroom apartment with microwave/dishwasher/washer & dryer in each unit/ patio or balcony  Address 2516 Crossing Circle Traverse City, MI
Number of beds per room	2
Number of bedrooms	2
Exchange Visitors per property	4
Exchange Visitors per room	2
Bathrooms per property	1
Bedding and towels	Yes
Bedding and towel payment due	1 sheet set and 1 towel set per participant; participant may bring or purchase additional sets if desired
Kitchen facilities	Oven, refrigerator, microwave, and dishwasher; one set of pots and pans, dishes, and silverware
Included in cost	Utilities
Administration fee due	N/A
Housing deposit due	No Deposit Due
Housing deposit refundable	Yes
Further information on housing refund policy	N/A
Lease required	No
Further information on length of lease	Full duration of the program

## Section 5

## ARRIVAL INSTRUCTIONS

Alliance Abroad provides Orientation to all Exchange Visitors either in the Exchange Visitors home country or in the United States. If Exchange Visitors attend Orientation in their home country, they will travel directly to the Host Entity upon arrival. If Exchange Visitors attend Orientation in the U.S., they will travel to the Host Entity after Orientation is completed.

Closest port of entry airport	ORD - Chicago O'Hare Intl (Chicago, IL)
Nearest airport to site of activity	TVC - Cherry Capital (Traverse City, MI)
Airport/bus/train pickup provided	Yes
General arrival instructions	<p>Participants must upload their visa and flight arrival info directly to their AAG participants portal.</p> <p>Please email flight arrival info to Laura Neubauer at lneubauer@greatwolf.com at least 2 weeks before departure. If host company is notified at least 2 weeks before arrival host company will provide pick-up from Traverse City Airport if available.</p> <p>*Please note that Chicago O'Hare International Airport is located 325 miles from Traverse City. Taxi service from Chicago to Traverse City is extremely expensive (\$500 - \$1,000 - prices subject to change). It is highly advised that participants fly into Traverse City (TVC airport).</p> <p>If participants fly into Detroit they can take Indian Trails Bus is available for \$68 (subject to change), but it is a 9-hour ride: <a href="https://webstore.indiantrails.com/ticketing/">https://webstore.indiantrails.com/ticketing/</a></p> <p>If arriving to Traverse City outside of housing check in hours, participant is responsible for securing a hotel room at their own expense.</p> <p>Motel near Chicago O'Hare:            Super 8 - approx. \$80/night            2951 Touhy Ave, Rt 72 &amp; Elmhurst Road            Elk Grove Village, IL 60007            847-827-3133</p> <p>Motel near TVC Airport:            Travelodge - approx. \$76/night            704 Munson Avenue            Traverse City, MI 49686            www.travelodge.com            (231) 922-9111</p> <p>Taxi in Traverse City:            Odawa Taxi Service            231-946-2222</p> <p>*All costs are subject to change - Participants must call or visit website for most recent rates.</p>
Should Exchange Visitors contact Host Entity before arrival	Yes
Upon arrival, Exchange Visitors should report	Housing
Phone number	(231) 941-3600
Preferred arrival days	Any day, as long as you contact Laura as soon as tickets are purchased.
Preferred arrival times	9am -7pm

## Section 6

ADDITIONAL INFORMATION

Social Security Information	
Address of the nearest social security office	1329 S DIVISION ST TRAVERSE CITY, MI 49684
Distance of SSO from SOA	1.1 miles
Will Host Entity provide transportation to the nearest Social Security office	No
Will Host Entity help Exchange Visitors make copies of the necessary documents	Yes
Other Social Security assistance provided	There is a bus participants can take to the Social Security office. <a href="http://www.bata.net/">http://www.bata.net/</a>

Section 7

POTENTIAL CULTURAL ACTIVITIES

Cultural activities will be provided.
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## JOB DESCRIPTION

**POSITION:** Busser  
**REPORTS TO:** Food & Beverage Management

### Summary of Job Description:

The Restaurant Busser is responsible for the care of the dining room during the hours of operation. The Pack Member will be responsible for the cleaning, sanitizing, and resetting of tables and surrounding areas to standard of operations after the Guests have left. The Pack Member will also assist the Steward and Servers as needed to complete his or her job.

### **Workplace Engagement Standards for all Great Wolf Lodge Pack Members**

- Responsible for the promotion of a safe and professional workplace through adhering to policies, company values, and procedures as outlined in the Great Wolf Resorts handbook and other training materials.
- Willingness to accept the most effective role.
- Protect establishment and Guests by adhering to cleanliness and safety standards.
- Meet the Company standards of appearance each shift including, but not limited to: proper personal hygiene, uniform, grooming, and personal presentation.
- Update job knowledge by participating in training opportunities, reviewing procedure manuals, learning new procedures and new equipment operations. Ask questions when something is unclear.
- Helps assure a safe Lodge and work environment that is in compliance with all appropriate regulations – Ergonomics, Emergency Responses, Injury and Illness Prevention, and Hazard Communications Programs.



Minimal – Greater than once per week and less than 5% of the work time  
 Occasional – Less than 1/3 of the work time  
 Frequent – 1/3 to 2/3 of the work time  
 Constant – Over 2/3 of the work time

Essential Tasks	Frequency
<ul style="list-style-type: none"> <li>• Cleans and sanitizes tables and chairs for Guests between services.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>• Keeps floors clean after each service and before next service using appropriate tools for location.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>• Keeps trays, highchairs, and booster seats clean for each Guest service.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>• Clears tables to trays and/or bussing tubs by separating and organizing dishes and other items for maximal productivity.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>• Balances and carries fully laden trays of dirty dishes and other items from dining area to kitchen.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>• Separates garbage, recycling, and dishware after use and places in appropriate location in the kitchen area.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>• Prepares each table for service as required by restaurant location to operation manager’s standards.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>• Assists the Servers by bringing out multiple trays of food for larger groups or refilling drinks.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>• Stocks the beverage stations with ice and beverage glasses.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>• Replenishes supplies such as silverware, dishes, glasses, etc. to server station.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>• Interacts and provides assistance to Guests when in the dining room.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>• Prepares for service as appropriate including, but not limited to, place and table settings, condiments preparation, beverages, etc.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>• Cleans up after service; sweeps, mops, clears dishes from tables, puts equipment and supplies away in proper storage areas.</li> </ul>	Occasional

**Marginal Tasks**

\*These tasks may be considered essential based on location and other factors

- Balances full tray of food or dishes on one side and carries a tray holder in opposite hand.
- Provides drink refills and complimentary snacks depending on restaurant location.\*

**General Qualifications**

- Successful completion of criminal background check and drug screen.
- Work all required hours, including evenings, weekends, holidays and on-call hours.
- Must be flexible regarding scheduling as it is based on business demands.

### Key Abilities Needed to Complete Essential Functions

*\*All positions require the ability to perform the essential functions of the position with or without reasonable accommodations.*

- Demonstrate functional interpersonal and oral communication skills. Communicate with Guests and Pack Members in a professional and friendly manner.
- Demonstrate the physical, perceptual, and mental abilities required to perform job tasks.
- Lift, manipulate, and move service materials and food onto trays.
- Lift, manipulate, balance, and move loaded trays weighing up to 50 pounds safely in dining room and kitchen areas.
- Ability to stoop, kneel, and/or crouch to be able to clean under tables.
- Ability to use chemicals used for sanitation safely and correctly.
- Ability to stand for the duration of an 8 hour work shift.
- Use restaurant equipment and supplies properly.
- Collaborate with others to complete tasks.
- Be willing to assist other Bussers, Servers, or other Food & Beverage Pack Members when asked.

Minimal – Greater than once per week and less than 5% of the work time  
 Occasional – Less than 1/3 of the work time  
 Frequent – 1/3 to 2/3 of the work time  
 Constant – Over 2/3 of the work time

Physical Requirements		Physical Requirements: Upper Extremities	
Requirement	Frequency	Requirement	Frequency
Sitting	Minimal	Reaching 15+ in. away from body	Frequent
Standing	Constant	Reaching above 52 in. (shoulder)	Occasional
Walking	Frequent	Fine Motor	Occasional
Foot Use		Forceful Motion	Occasional
Below Waist Level Work	Occasional		
Climbing	Minimal		
Balancing	Frequent	<i>Can this job be performed one handed?</i>	NO
Push/Pulling	Minimal		
Carrying	Frequent		

Minimal – Greater than once per week and less than 5% of the work time  
 Occasional – Less than 1/3 of the work time  
 Frequent – 1/3 to 2/3 of the work time  
 Constant – Over 2/3 of the work time

Working Conditions			
Requirement	Frequency	Requirement	Frequency
Cold below 50 degrees	Minimal	Vibration	
Heat above 80 degrees	Minimal	Fumes	
Sun	Minimal	Dust	Minimal
Temperature Change	Minimal	Mists	
Exposure to Elements	Minimal	Gases	
Humidity	Minimal	Chemicals	Occasional
Heights		Other:	

Minimal – Less than one lift per hour. Occasional – Less than 15 lifts per hour. Frequent – Between 15 & 30 lifts per hour. Constant – More than 30 lifts per hour.	
Physical Requirements: Lifting	
Requirement	Frequency
0 – 10 lbs.	Frequent
11 – 20 lbs.	Occasional
21 – 35 lbs.	Occasional
36 – 50 lbs.	Occasional
51 – 75 lbs.	
76 – 100 lbs.	
Over 100 lbs.	

Sensory Requirements		Mental Requirement	
Function	Minimum Requirement	Function	Minimal Requirement
Vision	Functional	Math	Minimal
Hearing	Functional	Reading	
Touch	Functional	Writing	
Taste	Functional	Oral (speaking)	Functional
Smell	Functional	Following Instructions	Functional
		Giving Instruction	
		Working With Others	Good
		Problem Solving	Minimal

**Associated Job Titles:**

RESTAURANT 1 BUSSER

RESTAURANT 2 BUSSER



## JOB DESCRIPTION

**POSITION:** Food & Beverage Outlet Attendant/Supervisor  
**REPORTS TO:** Food & Beverage Management

### Summary of Job Description:

The Food & Beverage Outlet Attendant works at the different food/beverage stations throughout the resort. The Pack Member is responsible for processing and completing Guest orders; maintaining food and beverage readiness and serving area; collecting monies; keeping supplies ready and equipment operating; and maintaining a safe, secure, and healthy work environment.

### **Workplace Engagement Standards for all Great Wolf Lodge Pack Members**

- Responsible for the promotion of a safe and professional workplace through adhering to policies, company values, and procedures as outlined in the Great Wolf Resorts handbook and other training materials.
- Willingness to accept the most effective role.
- Protect establishment and Guests by adhering to cleanliness and safety standards.
- Meet the Company standards of appearance each shift including, but not limited to: proper personal hygiene, uniform, grooming, and personal presentation.
- Update job knowledge by participating in training opportunities, reviewing procedure manuals, learning new procedures and new equipment operations. Ask questions when something is unclear.
- Helps assure a safe Lodge and work environment that is in compliance with all appropriate regulations – Ergonomics, Emergency Responses, Injury and Illness Prevention, and Hazard Communications Programs.

<p>Minimal – Greater than once per week and less than 5% of the work time  Occasional – Less than 1/3 of the work time  Frequent – 1/3 to 2/3 of the work time  Constant – Over 2/3 of the work time</p>	
Essential Tasks	Frequency
<ul style="list-style-type: none"> <li>Processes Guest orders by recording order and computing bill.</li> <li>Completes Guest orders by selecting food items from serving or storage areas, placing on tray or takeout bag, and serving beverages.</li> <li>Maintains food and beverage readiness by notifying kitchen Pack Members of shortages or special orders; preparing hot beverages; operating milkshake, specialty coffee, or frozen custard machines.</li> <li>Completes all associated requisition forms, inventories, checklists and maintains inventory systems, temperature and waste logs.</li> <li>Collects revenues by announcing or presenting bill to Guests; receiving payment; calculating change returns to Guests. Performs cash handling functions using POS system, registers, and daily reporting.</li> <li>Maintains serving area by keeping order; removing spills and food droppings, filing receipts, and properly prepares service area for standard opening and closing to specifications.</li> <li>Keeps supplies ready by inventorying supplies in serving area and replenishes them as needed.</li> <li>Keeps equipment operating by following operating instructions; troubleshooting breakdowns, maintaining supplies, performing preventive maintenance and calling for repairs.</li> <li>Properly prepares service area to specifications of the standard opening checklist and closing checklist.</li> </ul>	<p>Occasional</p> <p>Occasional</p> <p>Minimal</p> <p>Minimal</p> <p>Occasional</p> <p>Occasional</p> <p>Minimal</p> <p>Minimal</p> <p>Occasional</p>
<i>Additional Essential Tasks for Food &amp; Beverage Outlet Supervisor</i>	
<ul style="list-style-type: none"> <li>Facilitates maintenance and cleanliness delivering a daily “like new” standard.</li> <li>Works closely with Restaurant Manager and Food &amp; Beverage Supervisors in scheduling of Pack Members and daily operations.</li> <li>Administrative support of Food &amp; Beverage department within front of house operations.</li> <li>Completes and has Food &amp; Beverage Attendant schedule approved at least 2 weeks in advance.</li> <li>Completes a daily requisition of product sheet for the different outlets that factors in occupancy trends and daily overages/waste of product.</li> <li>Performs Pack Member supervisory tasks including assisting in daily assignments, discipline documentation, inspections, training, etc.</li> </ul>	<p>Minimal</p> <p>Occasional</p> <p>Occasional</p> <p>Minimal</p> <p>Occasional</p> <p>Occasional</p>

Marginal Tasks
<p>*These tasks may be considered essential based on location and other factors</p> <ul style="list-style-type: none"> <li>Cleans tables and chairs around the food kiosk.*</li> <li>Participates in educational opportunities, reviewing procedure manuals, learning new procedures and new equipment operation.*</li> </ul>

<b>General Qualifications</b>
<ul style="list-style-type: none"> <li>• Successful completion of criminal background check and drug screen.</li> <li>• Work all required hours, including evenings, weekends, holidays, and on-call hours.</li> <li>• Must be flexible regarding scheduling as it is based on business demands.</li> </ul>
<b>Additional Qualifications for Food &amp; Beverage Supervisor</b>
<ul style="list-style-type: none"> <li>• Must be Serve Safe certified if age 18 or older.</li> </ul>

<b>Key Abilities Needed to Complete Essential Functions</b>
<i>*All positions require the ability to perform the essential functions of the position with or without reasonable accommodations.</i>
<ul style="list-style-type: none"> <li>• Demonstrate functional interpersonal and oral communication skills. Communicate with Guests and Pack Members in a professional and friendly manner.</li> <li>• Demonstrate the physical, sensory, and mental abilities required to perform job tasks.</li> <li>• Effectively handle escalations and time critical issues. Remain productive, provide solutions, and meet goals in stressful situations.</li> <li>• Thorough understanding of sanitation-related issues. Take all precautions and preventative measures necessary to ensure a clean food preparation environment.</li> <li>• Enhance fast-food organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.</li> <li>• Basic math skills for the performance of money handling tasks.</li> <li>• Ability to lift 50 lbs.</li> <li>• Be responsible for assigned till/bank in its entirety, and any subsequent sales accrued during the shift.</li> <li>• Complete projects as communicated through Food &amp; Beverage Managers.</li> <li>• Ability to stand for the duration of an 8 hour work shift.</li> <li>• Use restaurant equipment and supplies properly.</li> <li>• Have a working knowledge of the station’s working menu, including preparation, ingredients, components, and descriptions of each item individually.</li> <li>• Collaborate with others to complete tasks.</li> <li>• Demonstrate flexibility by adjusting readily to changing priorities.</li> </ul>
<b>Additional Key Abilities Needed for Food &amp; Beverage Supervisor</b>
<ul style="list-style-type: none"> <li>• Experience resolving conflict between groups with opposing perspectives, agendas, or priorities.</li> <li>• Basic knowledge of all Microsoft Office software &amp; Micros POS system.</li> </ul>

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Physical Requirements		Physical Requirements: Upper Extremities	
Requirement	Frequency	Requirement	Frequency
Sitting	Minimal	Reaching 15+ in. away from body	Occasional
Standing	Constant	Reaching above 52 in. (shoulder)	Minimal
Walking	Frequent	Fine Motor	Occasional
Foot Use	Occasional	Forceful Motion	Minimal
Below Waist Level Work	Occasional		
Climbing			
Balancing	Occasional	<i>Can this job be performed one handed?</i>	NO
Push/Pulling	Minimal		
Carrying	Occasional		

Minimal – Greater than once per week and less than 5% of the work time Occasional – Less than 1/3 of the work time Frequent – 1/3 to 2/3 of the work time Constant – Over 2/3 of the work time			
Working Conditions			
Requirement	Frequency	Requirement	Frequency
Cold below 50 degrees	Minimal	Vibration	
Heat above 80 degrees	Frequent	Fumes	
Sun	Occasional	Dust	
Temperature Change	Minimal	Mists	
Exposure to Elements	Frequent	Gases	
Humidity	Frequent	Chemicals	Occasional
Heights		Other:	

Minimal – Less than one lift per hour. Occasional – Less than 15 lifts per hour. Frequent – Between 15 & 30 lifts per hour. Constant – More than 30 lifts per hour.	
Physical Requirements: Lifting	
Requirement	Frequency
0 – 10 lbs.	Frequent
11 – 20 lbs.	Occasional
21 – 35 lbs.	Occasional
36 – 50 lbs.	Minimal
51 – 75 lbs.	
76 – 100 lbs.	
Over 100 lbs.	

Sensory Requirements		Mental Requirements	
Function	Minimum Requirement	Function	Minimal Requirement
Vision	Functional	Math	Good
Hearing	Functional	Reading	Functional
Touch	Functional	Writing	Functional
Taste	Functional	Oral (speaking)	Good
Smell	Functional	Following Instructions	Good
		Giving Instruction	Minimal
		Working With Others	Functional
		Problem Solving	Functional

**Associated Job Titles:**

CONFECTIONARY ATTENDANT  
 SNACK BAR ATTENDANT  
 COFFEE SHOP ATTENDANT  
 PIZZA SHOP ATTENDANT  
 FOOD AND BEVERAGE SUPERVISOR





## JOB DESCRIPTION

**POSITION:** Host  
**REPORTS TO:** Food & Beverage Management

### Summary of Job Description:

The Host is responsible for the initial greeting and seating of incoming Guests as well as taking any reservations over the phone or in person and stocking host area as needed.

### **Workplace Engagement Standards for all Great Wolf Lodge Pack Members**

- Responsible for the promotion of a safe and professional workplace through adhering to policies, company values, and procedures as outlined in the Great Wolf Resorts handbook and other training materials.
- Willingness to accept the most effective role.
- Protect establishment and Guests by adhering to cleanliness and safety standards.
- Meet the Company standards of appearance each shift including, but not limited to: proper personal hygiene, uniform, grooming, and personal presentation.
- Update job knowledge by participating in training opportunities, reviewing procedure manuals, learning new procedures and new equipment operations. Ask questions when something is unclear.
- Helps assure a safe Lodge and work environment that is in compliance with all appropriate regulations – Ergonomics, Emergency Responses, Injury and Illness Prevention, and Hazard Communications Programs.

Minimal – Greater than once per week and less than 5% of the work time  
 Occasional – Less than 1/3 of the work time  
 Frequent – 1/3 to 2/3 of the work time  
 Constant – Over 2/3 of the work time

Essential Tasks	Frequency
<ul style="list-style-type: none"> <li>Answers phone to take reservations.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>Maintains a table-seating chart.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>Helps Dining Room Pack Members by setting and clearing tables; replenishing water; and serving beverages.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>Welcomes Guests by exchanging pleasantries, escorting them to assigned dining area, presenting menus, and announcing waitperson’s name.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>Maintains a waitlist for Guests waiting to be seated.</li> </ul>	Occasional
<ul style="list-style-type: none"> <li>Stocks host area with supplies like crayons and menus.</li> </ul>	Minimal
<ul style="list-style-type: none"> <li>Assists Servers and Bussers with restaurant pre-service setup and clean up after closing.</li> </ul>	Occasional

Marginal Tasks
<p><i>*These tasks may be considered essential based on location and other factors</i></p> <ul style="list-style-type: none"> <li>Answers Guests’ questions about menu and specials.*</li> <li>Removes trays of used tableware from dining area.*</li> <li>Assists with service setup which may include changing soda dispensers, taking out garbage, or any other job task assigned.*</li> </ul>

General Qualifications
<ul style="list-style-type: none"> <li>Successful completion of criminal background check and drug screen.</li> <li>Work all required hours, including evenings, weekends, holidays, and on-call hours.</li> <li>Must be flexible regarding scheduling as it is based on business demands.</li> <li>Complete training on position requirement.</li> </ul>

Key Abilities Needed to Complete Essential Functions
<p><i>*All positions require the ability to perform the essential functions of the position with or without reasonable accommodations.</i></p> <ul style="list-style-type: none"> <li>Demonstrate excellent interpersonal and oral communication skills. Communicate with Guests and Pack Members in a professional and friendly manner.</li> <li>Ability to speak to and understand Guests over the telephone.</li> <li>Demonstrate the physical, perceptual, and mental abilities required to perform job tasks.</li> <li>Project a professional and polished image that inspires confidence and trust.</li> <li>Has working knowledge of the menu.</li> <li>Knowledge of restaurant layout and seating charts.</li> <li>Ability to lift 50 lbs.</li> <li>Ability to stand for the duration of an 8 hour work shift.</li> <li>Use restaurant equipment and supplies properly.</li> <li>Collaborate with others to complete tasks.</li> <li>Be willing to assist other Bussers, Servers, or other Food &amp; Beverage Pack Members when asked.</li> <li>Strong multi-tasking skills. Complete several concurrent tasks.</li> </ul>

Minimal – Greater than once per week and less than 5% of the work time Occasional – Less than 1/3 of the work time Frequent – 1/3 to 2/3 of the work time Constant – Over 2/3 of the work time			
Physical Requirements		Physical Requirements: Upper Extremities	
Requirement	Frequency	Requirement	Frequency
Sitting	Minimal	Reaching 15+ in. away from body	Minimal
Standing	Constant	Reaching above 52 in. (shoulder)	Minimal
Walking	Frequent	Fine Motor	Occasional
Foot Use		Forceful Motion	
Below Waist Level Work	Minimal		
Climbing			
Balancing	Minimal	<i>Can this job be performed one handed?</i>	YES
Push/Pulling			
Carrying	Frequent		

Minimal – Greater than once per week and less than 5% of the work time Occasional – Less than 1/3 of the work time Frequent – 1/3 to 2/3 of the work time Constant – Over 2/3 of the work time			
Working Conditions			
Requirement	Frequency	Requirement	Frequency
Cold below 50 degrees		Vibration	
Heat above 80 degrees		Fumes	
Sun		Dust	
Temperature Change	Minimal	Mists	
Exposure to Elements	Minimal	Gases	
Humidity	Minimal	Chemicals	Minimal
Heights		Other:	

Minimal – Less than one lift per hour. Occasional – Less than 15 lifts per hour. Frequent – Between 15 & 30 lifts per hour. Constant – More than 30 lifts per hour.	
Physical Requirements: Lifting	
Requirement	Frequency
0 – 10 lbs.	Occasional
11 – 20 lbs.	Minimal
21 – 35 lbs.	Minimal
36 – 50 lbs.	Minimal
51 – 75 lbs.	
76 – 100 lbs.	
Over 100 lbs.	

Sensory Requirements		Mental Requirement	
Function	Minimum Requirement	Function	Minimal Requirement
Vision	Functional	Math	Functional
Hearing	Functional	Reading	Functional
Touch	Functional	Writing	Functional
Taste	Functional	Oral (speaking)	Good
Smell	Functional	Following Instructions	Functional
		Giving Instruction	Functional
		Working With Others	Good
		Problem Solving	Functional

**Associated Job Titles:**

RESTAURANT 1 HOST

RESTAURANT 2 HOST



# Great Wolf Pack Member Handbook

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## Attendance

Good attendance is an essential part of our operation and a Pack Member's overall job performance. If a Pack Member is late or absent for his/her scheduled shift, a notation is made on his/her attendance record. Absenteeism and tardiness can cause scheduling problems for the department and can adversely affect our ability to service our guests. A poor attendance record is grounds for corrective action up to and including termination, and can affect the Pack Member's ability to be rehired. Pack Members should follow all attendance policies carefully. Great Wolf Resorts needs the whole Pack to make it a wonderful experience for our guests.

### Corrective Action

If a Pack Member is late or misses a scheduled day of work, the absence or tardy will be documented on his/her attendance record unless the absence is otherwise protected by local, state, or federal law, the date of absence is covered by a doctor's note restricting them from performing their current job duties on the date in question, and/or he/she is using an available sick or personal day. Any doctor's notes must be provided on the first shift scheduled following the absence(s). The schedule below outlines how attendance events are recorded. Attendance related infractions are accumulative such that a Pack Member may be subject to progressive corrective action each time the Pack Member is late or misses a shift. Great Wolf reserves the right to skip progressive steps depending upon the situation.

### Unable to Work

If something unexpected happens to prevent a Pack Member from coming to work (such as injury or illness), the Pack Member must report the absence to his/her Director or a member

of their management team each day that they are absent (a "call out"). Pack Members are expected to call in a minimum of 2 hours in advance of their scheduled start time (unless otherwise outlined in state or local law), or sooner if at all possible. A call out counts as an infraction and in accordance with the Great Wolf attendance policy, will be factored into the corrective action process. (One exception is outlined in the "Doctor's Note" section of this policy and the second exception would be if the Pack Member has an available sick day or personal day accrued.) Failure to call in absent in the allotted timeframe will be considered an improper call out and will be addressed with appropriate corrective action as a performance violation. To call out for a shift, Pack Members must contact their department phone number and speak to a member of management on duty or utilize the messaging option in the time and attendance system to notify their manager.

### Schedule Conflicts

Whenever possible, a Pack Member should schedule needed days off in advance. Requests for days off must be submitted two weeks before the schedule is published so that reasonable adjustments can be made. Remember, these are requests only and are subject to approval.

If a Pack Member needs time off after the schedule has been written or an unexpected conflict occurs, he/she must find a replacement to work their shift. The same two exceptions apply as noted in the "Unable to Work" section of this policy. A replacement is another qualified Pack Member in their department who agrees to work their shift. A shift trade request must be completed in the time and attendance system in order to approve the replacement. Once the replacement is approved the schedule will be changed in the system. Until the request is approved and the schedule is changed, the Pack Member is responsible for the shift. If a Pack Member fails to locate a replacement prior to the scheduled shift, the Pack Member is required to work the scheduled shift. Failing to do so will result in an absence on their attendance record, unless prohibited by law.

### Tardiness

If a Pack Member is going to be late, the Pack Member should do his/her best to contact a leader in their department prior to the start of their shift. If a Pack Member is 6 or more minutes late for their scheduled shift, this is considered tardy. If a Pack Member is excessively

tardy (greater than two hours) without a call to his/her manager, the tardy will be treated as an absence. If a Pack Member is tardy 4 hours or more, the tardy will be treated as a No Call/No Show.

In rare circumstances, a tardy may be excused without points being issued when the GM and HR Director together determine that weather conditions are extremely severe or in circumstances where we have asked Pack Members to park off site due to limited parking based on high volumes of business.

### Leave of Absence

If a Pack Member needs to miss work for more than three consecutive days due to injury, illness, or the injury or illness of a family member, he/she should contact the Human Resources office to inquire about applicable leaves of absence. Non FMLA-Leaves of Absence are approved on a case-by-case basis and/or according to applicable state or federal laws.

### Doctor's Note

If a Pack Member misses a day of work due to illness or injury, a doctor's note excusing the Pack Member for that particular date will excuse the absence and the Pack Member will not receive attendance points for the date in question. The note from the treating physician must be presented on the first shift back to work and have the dates which the Pack Member was under his/her care, a valid address and phone number for the doctor, and the doctor's name/signature. The note must contain any restrictions in detail the treating physician has prescribed or a notation of a full release to return to work. The Pack Member may be sent home if they do not provide a release to return to work.

Great Wolf may request a doctor's note if the Pack Member is out due to illness for more than three consecutive days.

### No Call No Show

This is defined as the failure to come in or follow proper call off procedures for one or more shifts. Two No Call/No Shows will result in termination.

## Absence

Consecutive absences for the same injury or illness will be treated as one absence. All absences will accumulate points (see below for point accumulation details). Exceptions are as follows:

- When a doctor's note confirming that the Pack Member is unable to perform the essential duties of their job, therefore excusing the absence, is presented at the start of the next shift.
- When a Pack Member calls in properly and they have a sick day or personal day available to use for that day.
- When a Pack Member is on FMLA or another approved leave of absence.

## Points and Corrective Action

Attendance points are accumulated over a 12-month period of time. In other words, on any given day, there is a 12-month look-back period within which attendance points are considered on a cumulative basis. Attendance points clear from the Pack Member's record 12 months after the date of the infraction.

- **Point Values**
  - Tardy = 1 Point
  - Leave Early = 1 Point
  - Absent, Call to Manager/Excessive Tardy = 2 Points
  - No Call, No Show = 6 Points
- **Point Accumulation Corrective Action**
  - 4 Points = Documented Verbal
  - 8 Points = Written Warning
  - 10 Points = Final Warning
  - 12 Points = Termination





# Great Wolf Pack Member Handbook

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## Uniform and Appearance Standards

The appearance of Great Wolf Pack Members should always be in accordance with our family friendly atmosphere. Pack members should clean, neat, well-groomed at all times. Pack Members will be issued uniform shirts and will be expected to wear the uniform issued for their position. Additions, deletions or alterations to uniforms are prohibited. Uniforms are to be clean, pressed, and fit properly at all times. Uniforms should have an appropriate fit. The uniform should not be worn too tight or too loose.

### Hats

- Hats shall be Great Wolf-issued and have the Great Wolf Lodge or branded logo.
- Hat brims of Great Wolf issued hats must always face forward.

### Hair

- Hair should be clean and well groomed.

### Eyewear

- Sunglasses are allowed for positions that work outdoors at the resort.
- Sunglasses may not be worn inside the resort.
- Novelty contact lenses are prohibited.

### Jewelry

- Bracelets, pins or buttons or jewelry for political causes is prohibited.
- Excessive jewelry is not allowed.
- Jewelry should be neat, clean and not distracting.
- Icons and jewelry cannot contain profanity or contain words or images that are not family friendly.
- Earrings are allowed unless safety regulations require otherwise.
  - Stud earrings must be less than ¼" in size. Hoop earrings must be less than ½" in size.
  - Other piercings:
    - One nose stud piercing is allowed. Hoops or bars are not allowed. Nose piercing should be 1/8 inch in diameter or smaller.
    - Other visible body piercings are allowed but must be professional in appearance.

- Safety and health regulations/standards may prohibit certain jewelry. See your departmental training documents for specifics for your department.

### Shirts and Outerwear

- Long sleeved fitted shirt under uniform shirt is allowed but should be a solid color. Color and style of shirt is at the General Manager's discretion.
- Outerwear such as sweaters, sweatshirts, coats, and jackets must be Great Wolf Lodge

Logo wear or approved non-branded outerwear.

- Non-branded outerwear is subject to approval by the Human Resources and General Manager.

### Name Tags

- Great Wolf issued nametags must be worn opposite of the uniform logo of the uniform and clearly visible to our guests.
- Nametags for Aquatics must be on the whistle lanyard, visible to guests.
- Nametags are to be worn at all times while on duty.
- Nametags should be clean and in good condition.
- Nametags should be worn on the outermost layer of the uniform.
- Only Great Wolf issued pins can be worn unless otherwise approved and should be centered above the nametag.
- Stickers may not be applied to the nametag.

### Pants, Shorts, Skirts and Capris

- Black pants are required for all departments with the exception of:
  - Aquatics which are required to wear issued swim shorts.
- Pants should be clean, neat, properly fitting and must be worn at the waist.
- Pants should not have ragged or frayed pant cuffs.
- Pack Members may wear shorts only in departments specified by the General Manager.
- Shorts can be no shorter than fingertip length (approximately 3-4 inches above the knee). The exception is Aquatics as shorts are issued by Great Wolf.
- Capris are allowed and must be color compliant with the department.

### Tattoos

- Human Resources and the General Manager reserve the right to determine if a tattoo may be considered as offensive or not family friendly and in such cases, Pack Members may be asked to cover the tattoo while at work.

### Shoes

Unless otherwise noted in departmental standards (Aquatics), uniformed pack members are required to wear black shoes that meet the following standards:

- Shoes should be clean, professional, slip-resistant and in good repair.
- Safety shoes may be required based on the scope of work or in specific departments. If job duties require specific protection of feet or toes, proper footwear must be worn.
- Open toed shoes are not allowed at resorts, with the exception of Aquatics.

### Personal Hygiene

- Personal hygiene must be maintained on a daily basis.
- Heavy perfume, aftershave and make-up should be avoided.
- Local health codes may have specific requirements for some departments that should be followed.
- Hands and Fingernails:
  - Hands and fingernails must be clean and well groomed. Fingernails should be a reasonable length to allow for the work specific to the department.
  - Fingernail polish may not be allowed in certain departments or for certain positions as directed by local health codes.

### Returning Uniforms and Other Great Wolf Property

The uniform and any other Great Wolf-issued equipment that the Pack Member received is Great Wolf property and must be returned if it needs replacement and upon termination, whether voluntary or involuntary, unless purchased by the Pack Member.



# Great Wolf Pack Member Handbook

## Scheduling & Timekeeping

Great Wolf uses Unifocus to schedule and track Pack Member work time and ensure payroll accuracy.

### Scheduling

- Schedules start on Friday and end the following Thursday.
- Pack Members have several options for viewing their schedule:
  - On the Unifocus App
  - On any time clock at the lodge.
  - On posted schedules in their department.
- Pack Members are responsible for managing their work schedule including availability, time off requests for future schedules, and all currently scheduled shifts.
- If a Pack Member cannot work a scheduled shift, it is their responsibility to find a replacement. There are two options:
  - Talk to other qualified Pack Members and complete a one-way or two-way shift trade.
  - Post the shift on the Unifocus App.
- A Pack Member is expected to work their shift until a successful shift trade has been approved by the supervisor. A shift trade which has been submitted but not approved is still the responsibility of the scheduled Pack Member.
- Not coming in for scheduled shifts and not finding a replacement will result in corrective action according to the Great Wolf attendance policy.

### Time Rules

- Great Wolf uses the following time rules to manage labor. These rules are enforced by the Unifocus system and are subject to change.
  - A Pack Member may clock in up to 5 minutes before their scheduled start time.
  - Pack Members who clock in up to 5 minutes after their scheduled start time will be paid beginning the minute of clock in, but will not receive attendance points according to the Great Wolf attendance policy.
  - Pack Members who clock in more than 5 minutes after their scheduled start time will be paid beginning the minute of clock in and will receive attendance points according to the Great Wolf attendance policy.
  - Please reference break policy for specific information regarding breaks.

### Timekeeping

- Pack Members have the ability to clock in and out at the lodge using a Unifocus time clock or the Unifocus App.
- Any missed clock transactions (forgetting to clock in or out at work start/end or break) must be reported to the Manager or Director immediately so that they can be remedied.
- Passwords must be set by the Pack Member at first login and must be kept confidential.
- Pack Members can verify their clock transactions and work times at a Unifocus time clock or on the Unifocus App.
- The Pack Member is responsible for immediately reporting errors in timekeeping to the Manager or Director. This would still be considered a missed punch unless there are extenuating circumstances which can be reviewed on a case by case basis. An example of an extenuating circumstance would be Unifocus or Wifi not working correctly during the timeframe in question.
- Failure to report timekeeping errors, missed punches and/or overpayment of wages will result in corrective action up to and including termination.
- Failure to clock in or out for a shift or a break may result in corrective action as outlined in this policy.

**The below chart outlines the corrective action process when a Pack Member fails to clock in or out for a shift or a meal break. Corrective action steps for missed punches must stay in the progressive order listed below without steps skipped.**

<b>Missed Punches</b>	<b>Timeframe</b>	<b>Corrective Action Step</b>
3 or more	Per Pay Period	Record of Conversation
3 or more	Per Pay Period	Documented Verbal Warning
3 or more	Per Pay Period	Written Warning
3 or more	Per Pay Period	Final Written Warning
3 or more	Per Pay Period	Suspension, HR Review for possible termination
<p><i>Following Record of Conversation, each pay period with the the listed number of missed punches (or greater) will progress to the next step of corrective action unless it has been 4 full pay periods or more since the last missed punch. <b>After 4 full pay periods with no missed punches, the corrective action process would begin again at a documented verbal if there are 3 or more missed punches in a pay period.</b></i></p>		
<p><b>Pattern of Missed Punches:</b> A pattern of missed punches that is consistent or excessive that is not addressed by this policy should be discussed with Human Resources for possible further investigation of other potential policy violations.</p>		