



J-1 WORK AND TRAVEL PROGRAM

JOB OFFER AGREEMENT FORM

Exchange Visitor ID number

HOST ENTITY INFORMATION

Host Entity Name: Great Wolf Lodge Wisconsin Dells
Site of Activity Address: 1400 Great Wolf Drive, Baraboo, WI, 53913, United States

JOB INFORMATION

Job Title Server
Start date - Earliest 2025-05-05 Latest 2025-05-15
End date - Earliest 2025-08-30 Latest 2025-09-02
Guaranteed salary/wage per hour before deductions 12.00 \$ per hour
Estimated tips \$3.50/hr + tips ; participants will be guaranteed a minimum of \$12
Average hours per week 32
Required Interviews Sponsor Interview, Host Interview

HOUSING INFORMATION

Housing Model Host company assisted

EXCHANGE VISITOR SECTION

Table with 2 columns: 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.

Section 1

HOST ENTITY INFORMATION

Table with 2 columns: Entity name, Description, Web site, Primary contact name, Title

Phone 1	(608) 678-5019
Email	mbrownmogensen@greatwolf.com

## Section 2

### DETAILED JOB INFORMATION

Site of Activity address	1400 Great Wolf Drive, Baraboo, WI, 53913, United States
Job Title	Server
Special requirements	<ul style="list-style-type: none"> <li>- Able to lift up to 15 lbs.</li> <li>- Able to bend, stretch, and twist</li> <li>- Able to stand for long periods of time</li> </ul> <p>Participant is required to live at housing facility arranged by Great Wolf Lodge.</p>
Position details and description	<p>The Restaurant Server is responsible for taking food and beverage orders, serving food and beverages, and handling transactions while interacting in a positive, friendly and efficient manner with our guests.</p> <p>Essential Duties &amp; Responsibilities:</p> <ul style="list-style-type: none"> <li>- Helps patrons select food and beverages by presenting menu; offering cocktails and appetizers; suggesting courses; explaining the chef's specialties; identifying appropriate wines; answering food preparation questions and understanding customer's special needs and/or dietary restrictions.</li> <li>- Transmits orders to bar and kitchen by recording patrons' choices; identifying patrons' special dietary needs and special requests.</li> <li>- Keeps kitchen staff informed by noting timing of meal progression.</li> <li>- Serves orders by picking up and delivering patrons' choices from bar and kitchen including accompaniments and condiments from service bars, as requested.</li> <li>- Responds to additional patron requirements by inquiring of needs; observing dining process.</li> <li>- Maintains table setting by removing courses as completed; replenishing utensils; refilling water glasses; being alert to patron spills or other special needs.</li> <li>- Obtains revenues by totaling charges; issuing bill; accepting payment; delivering bill and payment to host person; returning change or credit card and signature slip to patrons.</li> <li>- Protects establishment and patrons by adhering to sanitation, safety, and alcohol beverage control policies.</li> </ul>
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	<i>\$12.00</i>

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.	
Is Overtime available	Yes
Overtime wage (if applicable)	1.5 X Normal rate. Overtime is offered but not guaranteed.
Required skills	<ul style="list-style-type: none"> <li>- Some High School education or equivalent.</li> <li>- Basic mathematical skills (addition, subtraction, multiplication, and division) as they apply to cash handling.</li> <li>- Must be flexible regarding scheduling based on business demands including nights, weekends and Holidays as needed.</li> <li>- Successful completion of criminal background check and drug screen</li> </ul>
Required experience	None
English level	Excellent
Supervisor	Delroy Palmer

### Section 3

#### POSITION REQUIREMENTS

Grooming	
Grooming standards	Participant should have a clean, neat and professional appearance.
Dress code	<p>Uniform shirts are provided but participant must provide their own black pants and black closed-toe shoes.</p> <p>Avg Cost if purchased in the US \$80 - \$100*</p>
Uniform provided?	Yes
Cost to Exchange Visitor	2 shirts are provided, additional shirts are \$21.50, apron is \$5.00, visor \$4.00, name tag \$5.00.
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	Drug test will be conducted PRIOR to start of work. If participants fail drug test, they will no longer have a position with Great Wolf Lodge.

Will Exchange Visitors incur a cost for screening	No
Payment	
Payment schedule	bi_weekly
Allowances, bonuses, and/or incentives	Yes
Estimated tips	\$3.50/hr + tips ; participants will be guaranteed a minimum of \$12
Description	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 - 5 days
Will Exchange Visitors incur a cost for training/orientation	No
Cost to participant	N/A
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 assisted
Gender requirement	Any
Housing type	Dormitory
Housing name	International Residence Hall (Summer 2025)

Contact name	Maniak, Mary
Address	200 W Hiawatha Dr, Wisconsin Dells, WI, 53965
E-mail	wd@irhliving.com
Phone	608-253-0200
Web Address	<a href="https://www.irhliving.com/">https://www.irhliving.com/</a>
Housing cost	110.0
How often is rent due?	Per week
Is weekly cost/rent payroll deducted?	No
Housing deposit	200.0
Is housing deposit payroll deducted?	No
Housing fees - additional comments	<ul style="list-style-type: none"> <li>-Full Private bath in each unit</li> <li>-Free Wi-Fi Internet access on entire property</li> <li>-Refrigerator and Microwave in each unit</li> <li>-Common Kitchen areas on each floor</li> <li>-Community Building with laundry and recreational lounge area</li> <li>-Outdoor recreation areas</li> <li>-Bicycle parking</li> <li>-24 hour Security and Monitoring</li> <li>-Near to all Dells Area Employers and Stores</li> </ul>
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	Yes
Is renters insurance required	No
Housing amenities	Kitchen facilities, basic utilities.
Distance between work site and housing	2.5 miles
Transportation details	There are several transportation options available: - Walking - Purchase Bike - Taxi - Dells City Taxi: 608-448-1818 (Employer does not provide transportation from housing to work site)
Description	<p>Our Facility Features include:</p> <ul style="list-style-type: none"> <li>-Full Private bath in each unit</li> <li>-3 or 4 XL Twin beds in each room</li> <li>-Free Wi-Fi Internet access on entire property</li> <li>-Refrigerator and Microwave in each unit</li> <li>-Common Kitchen areas on each floor</li> <li>-Community Building with laundry and recreational lounge area</li> <li>-Outdoor recreation areas</li> <li>-Bicycle parking</li> <li>-24 hour Security and Monitoring</li> <li>-Near to all Dells Area Employers and Stores</li> </ul> <p>Participants can move into housing two days prior to their program start date and move out two days after their program end date. For example, if a program is June 15 to September 15, longest lease terms can be June 13 to September 17. In the rare case</p>

	<p>that a participant's program dates are outside of the job offer dates, move in and move out dates may need to be adjusted and this must be handled directly with the participant's local Outreach Coordinator.</p> <p>IMPORTANT: All participant have to sign their Lease Agreement with International Residence Hall prior to arrival.</p> <p>Please contact housing directly to confirm pricing; pricing listed above is subject to change without notice and cannot be guaranteed. *</p>
Number of bedrooms	4
Exchange Visitors per room	4
Bathrooms per property	1
Bedding and towels	Yes
Bedding and towel payment due	n/a
Kitchen facilities	Full kitchens on each floor
Additional items must bring	Participant should bring along personal items.
Additional comments	<p>Security deposit (\$200.), first 2 weeks rent (\$220), and administration fee (\$100) is due upon arrival.</p> <p>Laundry (Washer/Dryer) - One time fee for entire stay of \$50, paid at check in.</p> <p>Upon Arrival Total Due is \$570 ( 2 weeks rent, security deposit, administration fee &amp; laundry fee).</p>
Included in cost	<p>Utilities</p> <p>Internet</p> <p>Use of washer/dryer</p>
Additional items included in cost	Washer/Dryer one time cost of \$50 paid at check in
Administration fee	100.0
Administration fee due	Upon Arrival
Housing deposit due	Upon arrival - Security deposit (\$200), first 2 weeks rent (\$220), non-refundable administration fee (\$100) and Washer/Dryer one time cost (\$50) is due upon arrival (total \$570).
Housing deposit refundable	Yes
Lease required	No
Fees additional comments	<ul style="list-style-type: none"> <li>-Full Private bath in each unit</li> <li>-Free Wi-Fi Internet access on entire property</li> <li>-Refrigerator and Microwave in each unit</li> <li>-Common Kitchen areas on each floor</li> <li>-Community Building with laundry and recreational lounge area</li> <li>-Outdoor recreation areas</li> <li>-Bicycle parking</li> <li>-24 hour Security and Monitoring</li> <li>-Near to all Dells Area Employers and Stores</li> </ul>

## 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	MSN - Dane County Regional-Truax Field (Madison, WI)
Airport/bus/train pickup provided	No
General arrival instructions	<p>You must arrange your own transportation from the airport to your housing address before you arrive.</p> <p>If arriving at CHICAGO OHARE, take CTA Blue Line train to the Cumberland stop (\$2.25 with farecard, purchased at machines in the stations). Take a Greyhound bus from Cumberland Greyhound station (5800 N Cumberland Ave, Chicago, IL 60631) to Wisconsin Dells station (at the McDonalds Restaurant, 30 Commerce St., WI Dells, WI 53965). Buy tickets at <a href="http://www.greyhound.com">www.greyhound.com</a> (\$52 standard fare, \$60 refundable fare).</p> <p>If arriving in MADISON, take a taxi from the Madison Airport to the Dutch-Mill Park &amp; Ride. The office is located in the PHILLIPS 66 (4 COLLINS COURT Madison, WI 53716). Their hours are 5:00AM-11PM with buses leaving to Wisconsin Dells daily at 10:30AM and 7:30PM (Daily schedule and hours are subject to change). Final destination: Wisconsin Dells station (at the McDonalds Restaurant, 30 Commerce St., WI Dells, WI 53965). For schedule and fare, please see the website: <a href="http://www.greyhound.com/">http://www.greyhound.com/</a></p> <p>Take taxi from Greyhound station in Wisconsin Dells to housing location (ASAP Wisconsin Dells Taxi, 608-253-7433, <a href="mailto:wisconsinhellstaxi@yahoo.com">wisconsinhellstaxi@yahoo.com</a>).</p> <p>If arriving outside of housing business hours, participant is responsible for securing a hotel room at their own expense. Here is a hotel option near Chicago O'Hare Intl airport:</p> <p>La Quinta Inn Chicago O'Hare Airport 1900 Oakton St, Elk Grove Village, IL (847) 439-6767 <a href="http://lq.com">lq.com</a></p> <p>For a hotel option near Dane County Regional airport in Madison:</p> <p>Motel 6 4202 East Towne Boulevard Madison, WI 53704 (608) 241-3861</p> <p>Additional hotel options in both places can be found at <a href="http://www.booking.com">www.booking.com</a></p> <p>Please remember that you must stay at the assigned housing and can check in 48hrs in advance of the earliest date on your job offer.</p>
Should Exchange Visitors contact Host Entity before arrival	Yes
Upon arrival, Exchange Visitors should report	Housing
Phone number	(608) 678-5016
Preferred arrival days	Monday-Friday

Preferred arrival times	9:00am-7:00pm
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**Section 6**

**ADDITIONAL INFORMATION**

Social Security Information	
Address of the nearest social security office	2875 VILLAGE RD SUITE 100 PORTAGE, WI 53901
Distance of SSO from SOA	22.1 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	Appointments will be booked and instructions provided on how to get to the Social Security Office.

**Section 7**

**POTENTIAL CULTURAL ACTIVITIES**

Cultural activities will be provided
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# CAMBIOS Y RECORDATORIOS SOBRE LA POLÍTICA DE ASISTENCIA Y PUNTUALIDAD

## Reglas y Definiciones

- ❖ Los puntos se acumulan durante un periodo de 12 meses.
- ❖ Los puntos por asistencia se eliminarán del registro de cada trabajador 12 meses después del día de la infracción que ocasiono el punto.
- ❖ Retardos: cuando se registra la llegada al trabajo 6 o más minutos después de la hora de inicio del turno.
- ❖ Cuando el Trabajador registra su llegada al trabajo excesivamente tarde (más de do horas tarde) sin comunicarle a su gerente el retardo, el retardo se contará como ausencia.
- ❖ No Avisar/No Presentarse: no presentarse a uno o más turnos sin avisar. Dos días consecutivos de no presentarse a sus turnos sin avisar resultara en despido inmediato. El no avisar que no se va a presentar a su turno por lo menos 4 horas antes del inicio del turno, se considerará como “No Avisar/No Presentarse.”
- ❖ Ausencias: Para reportarse ausente correctamente, deberán comunicarse con su Gerente por lo menos 2 horas antes del inicio de su turno. Pueden reportarse ausente contactando directamente a su Gerente o mandando un mensaje por medio del Sistema de Unifocus.
- ❖ Tiempo de Enfermedad: las horas de enfermedad están disponibles para los trabajadores después de 90 días de empleo. Si el trabajador utilizo su tiempo de enfermedad al reportarse ausente, no se le asignaran puntos.
- ❖ Certificación Medica: Si el Trabajador se reporta ausente a causa de una enfermedad o lesión personal y presenta una certificación médica (nota escrita por su Doctor) en su siguiente turno, la ausencia del Trabajador será perdonada y no se le asignaran puntos.

## Puntos y Acción Disciplinaria

### Valor de los Puntos

- ❖ Retardos = 1 Punto
- ❖ Salir Temprano = 1 Punto
- ❖ Ausencias, Con Aviso = 2 Puntos
- ❖ No Avisar, No Presentarse = 6 Puntos

### Acumulación de Puntos para Acción Disciplinaria

- ❖ 4 Puntos           Aviso verbal documentado
- ❖ 8 Puntos           Aviso escrito
- ❖ 10 Puntos          Aviso final
- ❖ 12 Puntos          Despido

**La Compañía se reserve el derecho de saltarse pasos en el proceso de acción disciplinaria dependiendo de la situación.**

***Para obtener una copia actualizada de la Política de Asistencia y Puntualidad que fue actualizada en enero del 2019 vea a su Gerente o a Recursos Humanos.***



# 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>		