



# Greenheart

## Work and Travel Program - Employer Information W\_T-Summer 2024

Hershey Entertainment & Resorts - Hersheypark, Hershey, PA  
October 23, 2023

### Employer Information

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**Company Name:** Hershey Entertainment & Resorts  
- Hersheypark

**Website:** www.hersheypark.com

**# of Employees:** 5200

**Phone Number:** 717-534-3178

**Industry Name:** Amusement Park/Theme  
Park/Water Park

**Fax Number:** 717-508-1724

**Primary Address:** 100 W Hersheypark Drive  
Hershey, PA17033

**Email Address:** aeludwig@hersheypa.com

**Status:** Employer Review

**Site of Activity:** Primary Work Site Address  
100 W Hersheypark Drive  
Hershey, PA17033

**Contact Name:** Amanda Ludwig

**Contact Title:** Human Resources Manager

**Alternate Contact:** Krystal King

**Alternate Title:** Director, Operational HR Admin

**Alternate Phone:** 717-534-8957

**Hiring Manager Email:** international@hersheypa.com

**Participant Supervisor**

**Email:** international@hersheypa.com

**FEIN:** 23-0691815

**Workers  
Comp**

**Policy #:** 10 WN S70400

**Carrier:** Hartford Fire Insurance Company

### Available Jobs: Descriptions and Wages

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Will you accept participants with all start and end dates?

Yes:

No:

**Earliest Start Date:**

**Latest Start Date:**

**Earliest End Date:**

**Latest End Date:**

**#Students:**

Greenheart Exchange

Greenheart Exchange, 746 North LaSalle, Chicago, IL 60654 USA  
Tel: 312.944.2544 | Fax: 312-577-0692 | Website: www.greenheart.org | Email: employer@greenheart.org

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Last Updated: 3/9/2010

Hershey Entertainment & Resorts - Hersheypark, Hershey, PA

October 23, 2023

5/15/2024

6/26/2024

9/2/2024

10/1/2024

407

Hours: Average hours/week: 40

Average number of 5 days/week:

Pay Range: High: \$15.75/per hour

Low: \$13.00/per hour

Overtime: Overtime available: Sometimes

Overtime hourly rate: Seasonal amusement exemption. Extra hours may be available, but paid at regular hourly rate.

Meals: Are Meals Provided?: Yes

Explain: Participants will receive a meal allowance of \$50.00 on each paycheck (excluding final paycheck).

The company has an employee cafeteria with many low-cost options, including a hot meal of the day (approximately \$4.00).

Participants will receive \$50.00 per week for meals at the housing location (excluding final paycheck).

English: Level requirement: Excellent

In what month(s) can participants expect to receive the most hours? July, August

In what month(s) can participants expect to receive the least hours? May, September

Please Explain: Participants should expect to work an inconsistent schedule any day of the week, including weekends, holidays, and religious holidays.

Participants are expected to work through their agreed upon DS-2019 end date.

How often do you pay employees?

Twice a month

Is job training required?

Yes  No

If yes, how long is it?

3 days

Are participants paid for training?

Yes  No

Are you willing to hire couples?

Yes  No

Are you willing to hire groups of friends?

Yes  No

If yes, how many are allowed in the group?

No more than 4 per group

Can participants work a second job?

Yes  No

Greenheart Exchange

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Last Updated: 3/9/2010

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Do participants complete an additional application form upon arrival?  Yes  No

**This position will provide you the opportunity to interact with American co-workers, customers, or members of your local community. Remember, it's up to you to make the most of your program!**

October 23, 2023

**Job Type:** Food Service Worker

**Job Description:** THERE MAY BE TIMES WHEN PARTICIPANTS WILL BE REQUIRED TO WORK IN ANOTHER DEPARTMENT FOR A LIMITED TIME.

PARTICIPANTS WHO ARE CROSSTRAINED WILL HAVE OPTIONAL OPPORTUNITIES TO ASSIST OTHER DEPARTMENTS FOR ADDITIONAL EXPERIENCES AND EARNINGS.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Food & Beverage Clerk

**No Students being hired:** 130

**Age requirement:** None

**Wage:** 13.00/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts will be provided upon arrival free of charge; however, participants are required to pay for any lost or damaged items and to return polos at the end of the season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants will be required to wear black slip-resistant shoes. Participants can purchase black slip-resistant shoes for \$40 from the Wardrobe department upon arrival, or at another shoe store.

Participants need to provide their own navy or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details

Requirements:

*Non-smoker:*

*Lifeguard Certified:*

*Ski:*

*CPR Certified:*

*Swimmer:*

October 23, 2023

**Job Type:** Lifeguard

**Job Description:** THERE MAY BE TIMES WHEN PARTICIPANTS WILL BE REQUIRED TO WORK IN ANOTHER DEPARTMENT FOR A LIMITED TIME.

PARTICIPANTS WHO ARE CROSSTRAINED WILL HAVE OPTIONAL OPPORTUNITIES TO ASSIST OTHER DEPARTMENTS FOR ADDITIONAL EXPERIENCES AND EARNINGS.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Lifeguard

**No Students being hired:** 70

**Age requirement:** None

**Wage:** 14.00/per hour

*Details:*

**Dress Code:** Uniform

Uniform will be provided upon arrival free of charge; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants must bring proper sandal footwear and sunglasses. Rubber sandals are recommended. Participants will also need to bring closed-toed shoes, socks, and navy or black pants/shorts/skorts/capris, in case they are needed to operate rides on occasion.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

October 23, 2023

**Job Type:** Lifeguard

**Job Description:** THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.

\*\*Returning lifeguards may be considered for promotion to a Lifeguard Lead position. These promotions are limited and are not guaranteed. Returning lifeguards must communicate to their department and follow instructions given to them to be considered for promotion.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Lifeguard Lead

**No Students being hired:** 0

**Age requirement:** None

**Wage:** 15.75/per hour

*Details:*

**Dress Code:** Uniform

Uniform will be provided upon arrival free of charge; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants must bring proper sandal footwear and sunglasses. Rubber sandals are recommended. Participants will also need to bring closed-toed shoes, socks, and navy or black pants/shorts/skorts/capris, in case they are needed to operate rides on occasion.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

Non-smoker:   
Ski:   
Swimmer:

Lifeguard Certified:   
CPR Certified:

October 23, 2023

**Job Type:** Food Service Worker

**Job Description:** THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.

\*\*Returning Food & Beverage employees may be considered for promotion to Food & Beverage Assistant team lead position. These promotions are limited and are not guaranteed. Returning Food and Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Food & Beverage Assistant Team Leader

**No Students being hired:** 0

**Age requirement:** None

**Wage:** 13.50/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts will be provided upon arrival free of charge; however, participants are required to pay for any lost or damaged items and to return polos at the end of the season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants will be required to wear black slip-resistant shoes. Participants can purchase black slip-resistant shoes for \$40 from the Wardrobe department upon arrival, or at another shoe store.

Participants need to provide their own khaki or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

October 23, 2023

**Job Type:** Ride Operator

**Job Description:** THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.

\*\*Returning Rides employees may be considered for promotion to a Ride Team Leader position. These promotions are limited and are not guaranteed. Returning Rides employees must communicate to their department and follow instructions given to them to be considered for promotion.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Rides Team Leader

**No Students being hired:** 0

**Age requirement:** None

**Wage:** 14.50/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts provided free of charge; however, participants are required to pay for lost or damaged items and return polos at end of season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants need to provide their own khaki or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

*Non-smoker:*   
*Ski:*   
*Swimmer:*

*Lifeguard Certified:*   
*CPR Certified:*



October 23, 2023

**Job Type:** Food Service Worker

**Job Description:** THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.

\*\*Returning Food & Beverage employees may be considered for promotion to Food & Beverage Team Leader position. These promotions are limited and are not guaranteed. Returning F&B employees must communicate to their department and follow instructions given to them to be considered for promotion.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Food & Beverage Team Leader

**No Students being hired:** 0

**Age requirement:** None

**Wage:** 15.00/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts will be provided upon arrival free of charge; however, participants are required to pay for any lost or damaged items and to return polos at the end of the season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants will be required to wear black slip-resistant shoes. Participants can purchase black slip-resistant shoes for \$40 from the Wardrobe department upon arrival, or at another shoe store.

Participants need to provide their own khaki or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

Non-smoker:   
Ski:   
Swimmer:

Lifeguard Certified:   
CPR Certified:

October 23, 2023

**Job Type:** Food Service Worker

**Job Description:** THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.

\*\*Returning Food & Beverage employees may be considered for promotion to Food & Beverage Building Supervisor position. These promotions are limited and are not guaranteed. Returning Food & Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Food & Beverage Building Supervisor

**No Students being hired:** 0

**Age requirement:** None

**Wage:** 15.50/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts will be provided upon arrival free of charge; however, participants are required to pay for any lost or damaged items and to return polos at the end of the season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants will be required to wear black slip-resistant shoes. Participants can purchase black slip-resistant shoes for \$40 from the Wardrobe department upon arrival, or at another shoe store.

Participants need to provide their own khaki-colored pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

**Requirements:**

*Non-smoker:*

*Lifeguard Certified:*

*Ski:*

*CPR Certified:*

*Swimmer:*

October 23, 2023

**Job Type:** Park Attendant

**Job Description:** THERE MAY BE TIMES WHEN PARTICIPANTS WILL BE REQUIRED TO WORK IN ANOTHER DEPARTMENT FOR A LIMITED TIME.

PARTICIPANTS WHO ARE CROSSTRAINED WILL HAVE OPTIONAL OPPORTUNITIES TO ASSIST OTHER DEPARTMENTS FOR ADDITIONAL EXPERIENCES AND EARNINGS.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Parking Lot Attendant

**No Students being hired:** 10

**Age requirement:** None

**Wage:** 13.00/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts provided free of charge; however, participants are required to pay for lost or damaged items and return polos at end of season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants need to provide their own closed-toed shoes and navy or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

<i>Non-smoker:</i>	<input type="checkbox"/>	<i>Lifeguard Certified:</i>	<input type="checkbox"/>
<i>Ski:</i>	<input type="checkbox"/>	<i>CPR Certified:</i>	<input type="checkbox"/>
<i>Swimmer:</i>	<input type="checkbox"/>		

October 23, 2023

**Job Type:** Ride Operator

**Job Description:** THERE MAY BE TIMES WHEN PARTICIPANTS WILL BE REQUIRED TO WORK IN ANOTHER DEPARTMENT FOR A LIMITED TIME.

PARTICIPANTS WHO ARE CROSSTRAINED WILL HAVE OPTIONAL OPPORTUNITIES TO ASSIST OTHER DEPARTMENTS FOR ADDITIONAL EXPERIENCES AND EARNINGS.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Ride Operator

**No Students being hired:** 175

**Age requirement:** None

**Wage:** 13.00/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts provided free of charge; however, participants are required to pay for lost or damaged items and return polos at end of season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants need to provide their own closed-toed shoes and navy or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

*Non-smoker:*   
*Ski:*   
*Swimmer:*

*Lifeguard Certified:*   
*CPR Certified:*

October 23, 2023

**Job Type:** Retail

**Job Description:** THERE MAY BE TIMES WHEN PARTICIPANTS WILL BE REQUIRED TO WORK IN ANOTHER DEPARTMENT FOR A LIMITED TIME.

PARTICIPANTS WHO ARE CROSSTRAINED WILL HAVE OPTIONAL OPPORTUNITIES TO ASSIST OTHER DEPARTMENTS FOR ADDITIONAL EXPERIENCES AND EARNINGS.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Retail Clerk/Stocker

**No Students being hired:** 10

**Age requirement:** None

**Wage:** 13.00/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts provided free of charge; however, participants are required to pay for lost or damaged items and return polos at end of season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants need to provide their own closed-toed shoes and navy or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

<i>Non-smoker:</i>	<input type="checkbox"/>	<i>Lifeguard Certified:</i>	<input type="checkbox"/>
<i>Ski:</i>	<input type="checkbox"/>	<i>CPR Certified:</i>	<input type="checkbox"/>
<i>Swimmer:</i>	<input type="checkbox"/>		

October 23, 2023

**Job Type:** Dishwasher

**Job Description:** Job Functions (Items marked with an asterisk are essential functions of this position):

- Clean, wash, and store all eating and drinking utensils, pots, pans, and other related items.\*
- Clean all food service areas, storeroom and locker areas in order to maintain sanitation, safety, and cleanliness.\*
- Clean all kitchen surfaces (floors, walls, ceiling, etc.); maintain clean dishwasher and dishwashing areas. Clean out the dish machine after every meal.\*
- Assist in food preparation as needed\*
- Adhere to all food safety codes and programs related to the Department of Agriculture. Log cleaning activities as needed in order to maintain compliance with company and regulatory rules.\*
- Stock all service areas within the kitchen with glassware, silver, china, etc.; empty and scrub garbage containers when necessary.\*
- Keep garbage compactor area clean and neat; clean hood areas and screens above cooking areas.\*
- Perform other duties as assigned

**Internal Job Type:** Hersheypark Kitchen Dishwasher

**No Students being hired:** 2

**Age requirement:** None

**Wage:** 15.00/per hour

*Details:*

**Dress Code:** Uniform

Uniform shirt is provided free of charge; however, participants are required to pay for lost or damaged items and return polos at end of season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants need to provide their own closed-toed shoes and navy or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements: *Non-smoker:*   
*Ski:*   
*Swimmer:*

*Lifeguard Certified:*   
*CPR Certified:*

October 23, 2023

**Job Type:** Game Operator

**Job Description:** THERE MAY BE TIMES WHEN PARTICIPANTS WILL BE REQUIRED TO WORK IN ANOTHER DEPARTMENT FOR A LIMITED TIME.

PARTICIPANTS WHO ARE CROSSTRAINED WILL HAVE OPTIONAL OPPORTUNITIES TO ASSIST OTHER DEPARTMENTS FOR ADDITIONAL EXPERIENCES AND EARNINGS.

THE FULL JOB DESCRIPTION IS LISTED IN THE ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Game Clerk

**No Students being hired:** 10

**Age requirement:** None

**Wage:** 13.00/per hour

*Details:*

**Dress Code:** Uniform

Polo shirts provided free of charge; however, participants are required to pay for lost or damaged items and return polos at end of season. The cost of lost or damaged items can be found at the Wardrobe department upon arrival.

Participants need to provide their own closed-toed shoes and navy or black pants/shorts/skorts/capris.

Please see Additional Comments Section for Appearance Standards for all positions and more information about approved pants/shorts styles and dress code details.

Requirements:

*Non-smoker:*

*Lifeguard Certified:*

*Ski:*

*CPR Certified:*

*Swimmer:*

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**Job Benefits (bonuses, incentives):**

- Free admission to Hersheypark and ZooAmerica
- Visiting other parks and events for free (Reciprocal Admission Program)
- Employee Recognition Programs
- Employee parties and events
- Discounts on Food and Beverage and Retail Merchandise at various HE&R properties
- Discounts at Hershey's Chocolate World
- Opportunities for promotions with pay increase
- Meal Allowance of \$50.00 per paycheck
- End of Season Bonus (Details are included in, "Additional Comments" section at end of Job Offer)

Perks subject to change

**Is there a Social Security Admin office near you:** Yes

**Are you willing to take student to the SSA office?:** Yes

**SSA office details:**

Social Security appointments will be set up by the employer after the participants arrives . Participants are required to bring all necessary documents to the appointment (original passport, original visa, original DS-2019, and copy of 1-94 entry record) and arrive on time. Failure to attend or show up in a timely manner could result in the participant becoming responsible to schedule their own appointment at the SSA office.

**Participant Requirements**

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**What are the 3 most important qualities you look for in an employee:**

- Trustworthy
- Dependable
- Team-focused



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**Please list any special instructions or hiring restrictions by your company (if any):**

Participants will be required to complete an online application before arriving (email will be sent with employment requirements prior to arrival).

Required forms to be completed – some will be required prior to arrival, while others will be required upon arrival:

- PA Residency Certification Form
- Employment Eligibility Verification Form (I-9)
- Federal Tax Form (W-4)
- Worker Compensation Information Form
- Worker Compensation Rights and Duties Form
- Image Release Authorization
- Employee General Information Form (EEO)
- Employee Text Message Notification and Consent
- Application for Social Security Card
- SSA Consent to Release Information
- Payroll Deductions Form
- Code of Conduct and Ethics and Company Policies Acknowledgement Form
- Housing Agreement Form (if applicable)
- \*\*Bloodborne Pathogens Employee Hepatitis B Vaccine Notification & Authorization Form (Lifeguards and Attractions Team Leader only)

\*\*Lifeguards and Attractions Team Leaders may come in contact with blood or bodily fluids. The Company offers the Hepatitis B vaccine at no charge for those positions.

Drug tests for Ride Operators and Lifeguards are required on first day of work. If a participant doesn't pass, or refuses, they will not be allowed to work at Hersheypark.

- Both Ride Operators and Lifeguards will be tested at the end of their department training and must successfully complete a safety certification assessment prior to engaging in job duties within the Rides or Lifeguard departments. If a participant does not pass the safety certification assessment, they will not be allowed to work in Rides or as a lifeguard and will not be guaranteed another job with Hersheypark.

**Are you interested in being a Greenheart Employer?**

**Yes**

**No**

*This business has elected to be a member of CCI's Greenheart Club. We encourage all participants placed here to join the Greenheart Club, as well. This can be done via the CCI online application system. You may be expected to participate in an environmental initiative or event, while employed by this business. Don't worry, it will be fun!*

[Login](#)

October 23, 2023

## Housing Options

*You DO provide housing*

Sex:

Is the participant required to sign a separate housing contract?  Yes  No

Is housing provided for the students? Yes

What type of housing is available?  Dormitory  Shared Apartments  Other

Brief description of housing:

Dormitory style housing comprised of 2 residence halls with 5-6 wings each, 20-22 rooms per wing, and up to 3 participants per room. Each participant has their own bed, three drawer dresser, wardrobe, and desk. There is a shared mini fridge and microwave in each room.

There is one male and one female bathroom/shower facility in each wing comprised of 3-5 toilets, sinks, and showers in each.

There is a lounge in each wing and a large lounge off the entrance of each residence hall. Vending machines are available in the large lounges.

There are communal kitchens in each residence hall which includes a full-sized refrigerator and range/stove.

There are laundry facilities available in each residence hall.

All utilities are included, including internet/WiFi.

Participants will be required to relocate to a different housing facility at the end of July, as domestic university students return for the fall semester. See the Additional Comments of this offer for more details.

Address: 1 Alpha Drive

City, State, Zip: Elizabethtown, PA 17022

Please check amenities/services provided with the housing, if applicable include additional costs:

Linens  Telephone  Furniture  Cooking  Kitchenware  Microwave  AC / Heat  
 Bed  Air Mattress  Computer  Internet  WiFi  Private Bathroom

Rent of this housing (per participant)? 160 per week

Are housing costs automatically deducted from participants' paychecks?  Yes  No

Are utilities included?  Yes  No Approx. cost of utilities (per participant)? Not Applicable

Is a housing deposit required upon arrival? No Not Applicable

How will the deposit be refunded to the participant (final paycheck, etc.)? Not Applicable

### Transportation To and From Work

How far is this housing from the job site? Other 12 Miles

How will the student get to and from work? Bus transportation provided by employer

What is the approximate ONE WAY travel time to work? 20-30 minutes by bus

What is the approximate ONE WAY travel cost to work? Included in rent

Greenheart Exchange

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## Participant Travel to Business

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Participant should contact you: Upon boarding:  Upon arrival:   
Employer's Emergency phone number: 717-534-8988  
Hersheypark Security Dispatch

### PLANE

*(Participants should book tickets directly through an airline or travel agent.)*

**Arrival to (city, airport):** Harrisburg, PA Airport (MDT)

**Preferred Arrival Time:** Morning

**Will participant be picked up from the airport?** Yes  No

**If so, by who?** Not Applicable

**How far from the airport is your place of business?** 12 miles

### **Special instructions/comments regarding participant's arrival:**

Participants must enter their travel itinerary in their Greenheart Exchange Online.

Participants are responsible to arrive to housing on their own. Hershey Entertainment & Resorts will not transport students to their housing location. Participants can find a taxi at the airport or use a ride share service, such as Uber/Lyft to get to their housing. Taxis and ride share costs vary depending on the service and time of day, but usually fall between \$30-\$50 per ride.

Housing address:

1 Alpha Drive  
Elizabethtown, PA 17022

Every participant is required to attend a housing arrival orientation after they arrive to their housing location. Participants must arrive on a Monday between 9 AM - 9 PM. Housing arrival orientations are held on Tuesdays. Arrivals outside of the normal hours of operation must be approved in advance. Failure to arrive before 9 PM on Monday will result in a delay of their start date to the following week.

**PARTICIPANTS SHOULD NOT TRAVEL TO THEIR WORKSITE PRIOR TO CHECKING IN TO THEIR HOUSING AND ATTENDING HOUSING ARRIVAL ORIENTATION!**

October 23, 2023

**BUS**

*(Participants should obtain tickets directly through an airline or travel agent.)*

**Arrival to (city, station):** Harrisburg

**Preferred Arrival Time:** Morning

**Will participant be picked up from the station?** Yes  No

**If so, by who?** Not Applicable

**How far from the station is your place of business?** 12 miles

**Special instructions/comments regarding participant's arrival:**

Participants must enter their travel itinerary in their Greenheart Exchange Online.

Participants are responsible to arrive to housing on their own. Hershey Entertainment & Resorts will not transport students to their housing location. Participants can find a taxi at the airport or use a ride share service, such as Uber/Lyft to get to their housing. Taxis and ride share costs vary depending on the service and time of day, but usually fall between \$30-\$50 per ride.

Housing address:

1 Alpha Drive  
Elizabethtown, PA 17022

Every participant is required to attend a housing arrival orientation after they arrive to their housing location. Participants must arrive on a Monday between 9 AM - 9 PM. Housing arrival orientations are held on Tuesdays. Arrivals outside of the normal hours of operation must be approved in advance. Failure to arrive before 9 PM on Monday will result in a delay of their start date to the following week.

**PARTICIPANTS SHOULD NOT TRAVEL TO THEIR WORKSITE PRIOR TO CHECKING IN TO THEIR HOUSING AND ATTENDING HOUSING ARRIVAL ORIENTATION!**

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**TRAIN**

(Participants can obtain ticket information at [www.amtrak.com](http://www.amtrak.com))

**Arrival to (city, station):** Elizabethtown, PA

**Preferred Arrival Time:** Morning

**Will participant be picked up from the station?** Yes  No

**If so, by who?** Not Applicable

**How far from the airport is your place of business?** 1 miles

**Special instructions/comments regarding participant's arrival:**

Participants must enter their travel itinerary in their Greenheart Exchange Online.

Participants are responsible to arrive to housing on their own. Hershey Entertainment & Resorts will not transport students to their housing location. Participants can find a taxi at the airport or use a ride share service, such as Uber/Lyft to get to their housing. Taxis and ride share costs vary depending on the service and time of day, but usually fall between \$30-\$50 per ride.

Housing address:

1 Alpha Drive  
Elizabethtown, PA 17022

Every participant is required to attend a housing arrival orientation after they arrive to their housing location. Participants must arrive on a Monday between 9 AM - 9 PM. Housing arrival orientations are held on Tuesdays. Arrivals outside of the normal hours of operation must be approved in advance. Failure to arrive before 9 PM on Monday will result in a delay of their start date to the following week.

**PARTICIPANTS SHOULD NOT TRAVEL TO THEIR WORKSITE PRIOR TO CHECKING IN TO THEIR HOUSING AND ATTENDING HOUSING ARRIVAL ORIENTATION!**

## Community Profile

*This information will help students to know what to expect upon their arrival and help them prepare for their Work and Travel experience.*

**How would you describe your area?** Other  Small City

**Please provide a brief description of your community:** Hershey is a tourist destination. There are many things to do such as visit Hersheypark, ZooAmerica, Hershey's Chocolate World, Hershey Museum, Hershey Gardens, and a variety of restaurants and stores.

Harrisburg is the capital of Pennsylvania. Downtown Harrisburg offers a variety of entertainment.

Train depot offers easy transportation to Harrisburg, Lancaster, Philadelphia, New York, Baltimore, and Washington, D.C. (30 minutes - 3 hours).

Housing is located in Elizabethtown, PA, a small town about 20-30 minutes away from Hershey and from Harrisburg.

**Is there anything special that students should bring?**

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If arriving in May, or staying through September, bring warm clothes. Bring summer clothes for June-August.

Participants should travel with enough money to pay 3 weeks of rent, and have additional money for food and other living expenses prior to receiving their first paycheck, which may take up to 3 weeks.

Participants must ensure that their name and all information in the following documents are correct and bring the original documents and five copies of each document below:

- Original Passport
- Original Visa page
- Original DS-2019 form
- I-94
- Original Social Security Card (if already worked in USA)

Please read this Job Offer and all emails with all the attachments carefully.

**What are the seasonal temperatures?**

**Spring:** 8-15 C

**Summer:** 23-38 C

**Fall:** 18 C or colder

**Winter:** -1 C or colder

**What is near work?**

<b>Transportation Depot:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Food/Super Market:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Shopping Mall:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Post Office:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Bank:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Public Library:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Movie Theater:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Restaurants:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Fitness Center/Gym:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Sports/Recreation Facility:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A
<b>Nightlife:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Laundromat:</b>	✓	On foot		In town / by public transport		Requires a car	N/A
<b>Internet Access:</b>	✓	On foot	✓	In town / by public transport		Requires a car	N/A

**Indicate other nearby activities:**

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Most activities are available in Harrisburg, PA:

- Whitaker IMAX Theater and Science Center
- Capitol Building
- Pennsylvania State Museum
- Arts Festival
- Kipona
- Open Stage Theater
- Shakespeare Festival
- American MusicFest
- Jazz Festival
- Strawberry Square
- Broad Street Market
- Susquehanna Riverfront
- City Island
- Restaurant Row
- Bowling
- Shopping mall
- Appalachian Mountains
- Susquehanna River
- Baltimore (2 hours)
- Philadelphia (2 hours)
- New York City (3 hours)
- Washington D.C. (2 hours)
- Lancaster (30 minutes)

**List of interesting area websites:**

[www.HersheyPA.com](http://www.HersheyPA.com)  
[www.Hersheypark.com](http://www.Hersheypark.com)  
[www.harrisburgpa.gov](http://www.harrisburgpa.gov)  
[www.visithersheyharrisburg.org/things-to-do/family-fun/](http://www.visithersheyharrisburg.org/things-to-do/family-fun/)  
[www.visittheusa.com](http://www.visittheusa.com)  
[https://www.youtube.com/watch?v=4lwd2Fukh\\_E](https://www.youtube.com/watch?v=4lwd2Fukh_E) (Hershey The Sweetest Place On Earth)

**Is there wireless internet available?**

Free access to the internet is provided at all housing facilities, every public library, and in some cafés and restaurants.

**Additional Comments:**

HERSHEY ENTERTAINMENT & RESORTS (HE&R) JOB DESCRIPTIONS:

THERE MAY BE TIMES WHEN PARTICIPANTS WILL BE REQUIRED TO WORK IN ANOTHER DEPARTMENT FOR A LIMITED TIME.

PARTICIPANTS WHO ARE CROSS-TRAINED WILL HAVE OPTIONAL OPPORTUNITIES TO ASSIST OTHER DEPARTMENTS FOR ADDITIONAL EXPERIENCES AND EARNINGS.

ALL POSITIONS OFFERED BY HE&R REQUIRE THE USE OF CLEANING CHEMICALS.

EXCELLENT ENGLISH IS REQUIRED FOR EVERY POSITION OFFERED BY HE&R.

APPEARANCE STANDARDS FOR ALL POSITIONS:

- Hair must be neatly groomed and may not interfere with performing job duties nor obstruct eye contact.
- Long hair must be secured and away from the face in food areas or anywhere that machinery is operated.
- In addition to ear piercings, a single stud piercing (not larger than 1/8" in size) either on the lip, tongue, nose, chin, or eyebrow are permitted.
- Tattoos must be suitable for work. Any tattoo deemed offensive, including, but not limited to, those having indecent, sexist, xenophobic, or racist content are prohibited. Visible tattoos on the head and face are prohibited. Please ask during your interview if you have additional questions regarding tattoos.

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- Deodorant must be worn daily
- Employees must shower daily
- Company issued name tags must be worn on the upper left-hand side of the outermost garment
- Company issued employee ID cards must be visible and worn by all employees, on an outer most garment, at all times while working.

**JOB DESCRIPTIONS:**

**RIDE OPERATOR:**

**JOB FUNCTIONS (Duties marked with an asterisk are essential functions of this job):**

- Safely operate rides by always remaining vigilant and aware and following ride operation guidelines\*
- Provide excellent customer service to the guests of the Hersheypark by greeting guests and answering questions related to the attraction\*
- Direct guests to and from the ride area and assist in loading and unloading of rides, which can include assisting guests in or out of rides as needed\*
- Physically check safety restraints to ensure they are in the correct and locked position\*
- Provide safety speeches to guests by using a microphone\*
- Perform other duties as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must work well with other employees and be able to interact with our guests in a fast-paced environment
- Complete basic math without using a calculator
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Comprehend written and verbal instructions, retain information, and consistently enforce all ride safety, park, and departmental policies including, but not limited to: enforcing the attraction height requirements and following all safety procedures

**WORKING CONDITIONS:**

- Must be able to work flexible hours including evenings, weekends, and holidays
- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include the ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push, pull, and reach above shoulder level
- Must also be able to hold and use a height measuring stick to assess guests' height for each attraction
- Requires lifting up to 35 pounds without assistance on a regular basis

- Drug tests for Ride Operators are required on first day of work. If a participant doesn't pass, or refuses, they will not be allowed to work with Hersheypark.

- Ride Operators will be tested at the end of their department training and must successfully complete a safety certification assessment prior to engaging in job duties within the rides department. If a participant does not pass the safety certification assessment, they will not be allowed to work in rides or as a lifeguard and will not be guaranteed another job with Hersheypark.

\*Cell phones and similar distractions (including smart watches) are prohibited while clocked in. Any violation of this policy will result in termination of employment.

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**FOOD & BEVERAGE CLERK:**

**JOB FUNCTIONS** (Duties marked with an asterisk are essential functions of this job):

- Greeting guests and taking Food & Beverage orders while communicating with other team members within the employee's scheduled location\*
- Preparing and serving Food & Beverage items to guests\*
- Ring in and properly tender orders into a register\*
- Cleaning, sanitizing, and sweeping/mopping work areas to include food prep areas, other food contact surfaces, patio/condiment areas, and floors/walkways\*
- Storing and rotating stock and food items within assigned work locations \*
- Performing opening and closing procedures related to the assigned Food & Beverage location and as directed by shift supervisors \*
- Perform other duties as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines

**WORKING CONDITIONS:**

- Must be able to work flexible hours including evenings, weekends, and holidays. Additional hours may be available during September, October, November, and December.
- Physical requirements include standing (for periods up to 5 hours at a time), walking, bending, and lifting up to 20 pounds without assistance
- Employees are subject to a variety of weather conditions, including but not limited to extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Employee must provide proper footwear (all black, non-skid/non-slip sneaker)

**PARKING LOT ATTENDANT:**

**PARTICIPANTS WILL BE WORKING IN BOTH POSITIONS** (Parking Lot Attendant and Tram Assistant) **AND WILL ROTATE BETWEEN BOTH JOBS AS NEEDED THROUGHOUT THE SUMMER. PARTICIPANTS MAY ALSO BE REQUIRED TO WORK IN A PAID PARKING BOOTH.**

**JOB FUNCTIONS** (Duties marked with an asterisk are essential functions of this job):

- Direct traffic in and out of parking areas and keep flow orderly\*
- Set up and remove traffic equipment\*
- Monitor traffic posts and assist guests and employees in crosswalks\*
- Check passes and allow access to designated areas\*
- Provide a safe and friendly atmosphere to guests and team members
- Perform other duties as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must work well with other employees and be able to interact well with guests
- Must be detail-oriented and have clear written and verbal communication skills
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must be able to successfully complete all legal, company, and department training requirements to include, but not limited to, passing required tests and certifications within established timelines
- Must be comfortable working around various types of traffic in a fast-paced environment

**WORKING CONDITIONS:**

- Must be able to work flexible hours including evenings, weekends, and holidays
- Employees are subject to various weather conditions, including but not limited to extreme heat, sun exposure, cold,

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and inclement weather. Work is almost exclusively outdoors.

- Physical requirements include prolonged standing, bending, sitting, walking, and being in an enclosed space (parking booths)
- Must be able to lift approximately 30 pounds unassisted repeatedly

**RETAIL CLERK/STOCKPERSON:**

**PARTICIPANTS WILL BE WORKING IN BOTH POSITIONS (Retail Clerk and Stockperson) AND WILL ROTATE BETWEEN BOTH JOBS AS NEEDED THROUGHOUT THE SUMMER.**

**JOB FUNCTIONS:**

- Actively engage with guests in order to provide exceptional customer service to enhance their shopping experience
- Assist guests with any shopping needs they may have
- Sell merchandise to guests by entering transactions into register
- Hang or fold apparel by size and keep all styles fully stocked
- Stock hard goods, ensuring displays on sales floor are full
- Maintain cleanliness throughout the store
- Perform other duties as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must be at least 16 years of age or older on the date of applying

Knowledge, skills, and abilities:

- Must communicate and work well with other employees and be able to interact with our guests
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information

**WORKING CONDITIONS:**

- Must be able to work flexible hours including evenings, weekends, and holidays
- Must be available to work between 7:30am - midnight
- Must be able to work in a combination of indoor and outdoor weather conditions. Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather.
- Physical requirements include ability to stand (for up to five hours at a time), walk, bend, push, pull, lift, and reach (both above head as well as to ground level)

**HERSHEYPARK LIFEGUARD:**

**JOB FUNCTIONS (Duties marked with an asterisk are essential functions of this job):**

- Overseeing and enforcing The Boardwalk at Hersheypark attraction rules and safety regulations\*
- Anticipating, recognizing, and responding to aquatic emergencies\*
- Monitoring equipment and supplies
- Maintaining work area and surrounding environment
- Maintaining lifeguard and first aid skills at a "test-ready" level at all times\*
- Participating in daily lifeguard in-service training\*
- Providing excellent customer service to the guests of Hersheypark by greeting guests and answering questions related to the attraction\*
- Comprehending written and verbal instructions, retaining information, and consistently enforcing all ride safety, Park, and departmental policies. This includes but is not limited to, enforcing the attraction height requirements and following all safety procedures.\*
- Directing and assisting guests to and from ride areas\*
- Perform other duties as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must be at least 16 years of age on the date of applying

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- Must have normal vision (20/25 or 20/25 corrected) and be free of permanent abnormalities of either eye
  - Applicants must attend and complete the Ellis & Assoc. International Lifeguard Training Program provided and paid for by the Hershey Entertainment Complex
  - Required to complete pre-employment drug testing
- Knowledge, Skills, and Abilities:
- Must be able to swim 50 yards using crawl (freestyle) or breaststroke without resting
  - Must be able to safely exit the pool without the use of stairs, ladders, or zero depth
  - Must be able to swim under five feet of water and retrieve a 10 lb. brick to the surface
  - Ability to handle stressful working conditions, and emergencies, and accept a high degree of accountability
  - Must be in good physical condition
  - Prior lifeguarding experience a plus, but not required
  - Must work well with other employees and be able to interact with our guests
  - Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts
  - Must have the ability to safeguard confidential information

**WORKING CONDITIONS:**

- Must be able to work flexible hours including evenings, weekends, and holidays
- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Additional hours may be available during April, May, September, October, November, and December
- Physical requirements include standing, bending, sitting, walking, and communicating
- Additional physical requirements include complete mobility and good physical conditioning, good hearing and vision, and the ability to tolerate heat and sunlight
- Must be able to push, pull, and lift a minimum of 75 lbs.

Lifeguard certification test includes written test in English, swim test, CPR test, rescue test, and feet-first dive test to retrieve a 4.5 kilogram (10 pound) brick

Drug tests for Lifeguards are required on first day of work. If a participant doesn't pass, or refuses, they will not be allowed to work with HE&R.

Lifeguards will be tested at the end of their department training and must successfully complete a safety certification assessment prior to engaging in job duties within the rides or lifeguard departments. Participants who fail the swim or certification test may not work as a lifeguard and are not guaranteed a position in a different department. If a position in a different department is available, participants will be offered one of the following positions: Ride Operator, Food & Beverage Clerk, Parking Attendant, or Retail Clerk/Stocker.

Returning lifeguards (2023 Ellis Certified) will start at \$14.00/hour and be placed into a re-certification class. They will have the option to test for the Special Facilities lifeguard position and earn \$15.00/hour. If they do not pass, they will remain as a lifeguard at \$14.00/hour.

Lifeguards with an end date after September 2 will transition to Ride Operator after September 2 and will continue to be paid their Lifeguard rate of pay.

Cell phones and similar distractions (including smart watches) are prohibited while clocked in. Any violation of this policy will result in termination of employment.

**A LIFEGUARD'S ABILITY TO BE ALERT, FOCUSED AND AWARE WILL BE TESTED THROUGHOUT EMPLOYMENT BY LIVE ACTORS AND/OR MANNEQUINS BEING PLACED IN THE LIFEGUARD'S ZONE OF PROTECTION TO ENSURE RESPONSIVENESS.**

**HERSHEYPARK LIFEGUARD LEAD**

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THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.

\*\*Returning lifeguards may be considered for promotion to a Lifeguard Lead position. These promotions are limited and are not guaranteed. Returning lifeguards must communicate to their department and follow instructions given to them to be considered for promotion.

Overview:

Hersheypark Lead Lifeguard responsibilities include greeting guests, training employees, lifeguarding attractions, maintaining a clean and safe work area, ensuring guests' safety, and supervising the aquatic attractions. This position works in a team environment with other lifeguards, Lead Lifeguards, and supervisors.

JOB FUNCTIONS (Duties marked with an asterisk are essential functions of this job):

- Conduct attraction team morning meetings with peers and supervisors; serve as an instructor at lifeguard in-service training\*
- Communicate with supervisor(s) regarding staffing needs; ensure attractions is properly staffed; ensure employees rotate appropriately; ensure employees at attractions adhere to Child Labor Laws and receive break\*
- Maintain a clean work area, including sanitizing and sweeping attraction queue, pool decks/walkways, station/platform, and ride vehicles\*
- Complete employee training at the attraction(s) as necessary; provide supervision and support to attraction team; coach employees when needed\*
- Adhere to attraction standard operating procedures; operate/lifeguard attraction in a safe and efficient manner; enforce attraction safety guidelines\*
- Maintaining attraction documentation including opening inspection reports, training checklists, and capacity sheets\*
- Calmly and professionally resolve situations at attractions, including anticipating, recognizing, and responding to aquatic emergencies, and assisting guests, team members, supervisors, and Maintenance where needed\*
- Maintain lifeguard and first aid skills at "test ready" level at all times\*
- Monitor attraction equipment and supplies\*
- Initiate positive guest interactions; maintaining a thorough working knowledge of Hersheypark guest programs including the Attraction Accessibility and Fast Track programs\*
- Assist guests in enrolling in the Hersheypark Attraction Accessibility Program
- Must be supportive of the needs of the Attractions Department and perform Ride Operator duties as assigned when water attractions are not operating\*
- Perform other duties as assigned

ADDITIONAL QUALIFICATIONS:

- Must be able to swim 200 yards using crawl or breaststroke without resting
- Must be able to complete a feet-first surface dive to retrieve a ten (10) pound brick to the surface
- Must be able to tread water, without the use of arms for two (2) minutes
- Must be in good physical condition
- Must have normal vision (20/25 or 20/25 corrected)
- Must be able to safely exit the pool without use of stairs, ladders, or zero-depth entry
- Ability to handle stressful working conditions, emergencies, and to accept a high degree of accountability
- Must have the ability to effectively communicate verbally, including delivering safety instructions/directions, verbal cues, and speaking clearly into microphones and radios
- Must have the ability to effectively communicate nonverbally, including maintaining eye contact and giving/receiving safety hand signals
- Must have the ability to comprehend instructions (verbal, demonstrated, and/or written) and retain information
- Must have the ability to remain alert and vigilant at all times
- Must attend required Supervisor Trainings
- Must display a positive attitude, an eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information
- Embody Hershey Entertainment & Resorts company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

WORKING CONDITIONS:

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- Supervisors within this level must be available to work nights, weekends, and holidays as part of a flexible schedule. Supervisors must have the availability to work a consistent schedule based on overall operational needs and employee skill sets. A consistent schedule will be based on, but not limited to, operational seasons, operational hours, and employee position. If unable to meet the availability requirements specified above, written approval must be given by a department manager. Depending on the supervisor's availability, there may be a change in position due to the need for consistent supervisory staff, which can vary from position to position.
- Physical requirements include standing, bending, sitting, walking, and communicating
- Must be able to push, pull, and lift a minimum of 75 lbs
- Additional physical requirements include complete mobility and good physical conditioning, good hearing and vision, and the ability to tolerate heat and sunlight
- Regular outside work in various weather conditions is required, including exposure to heat, cold, rain, snow, and other inclement weather
- Work environment can be extremely loud at times
- Occasional work in high places up to 300 feet is required

Participants who are placed in the Lead Lifeguard position will be required to take a drug test prior to starting work. Failure to comply or pass the test will result in their offer of employment being rescinded.

**HERSHEYPARK RIDES TEAM LEADER**

**THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES**

\*\*Returning Rides employees may be considered for promotion to a Ride Lead position. These promotions are limited and are not guaranteed. Returning Rides employees must communicate to their department and follow instructions given to them to be considered for promotion.

**JOB FUNCTIONS (Duties marked with an asterisk are essential functions of this job):**

- Lead attractions team morning meetings with peers and supervisors\*
- Maintain a clean work area, including; sanitizing and sweeping attraction queue, floors/walkways, station/platform, and ride vehicles\*
- Conduct employee training at the attraction(s) as necessary; provide supervision and support to the attractions team; coach employees when needed and conduct follow-up training, when necessary\*
- Adhere to attraction standard operating procedures, operate attractions in a safe and efficient manner, and enforce all attraction safety guidelines\*
- Coordinate with supervisor(s) and maintain open communication regarding staffing needs, position rotations, and child labor compliance\*
- Maintain attraction documentation, including; opening inspection reports, training checklists, and capacity sheets\*
- Calmly and professionally resolve situations at the attraction, including; responding to attraction stoppages and assisting guests, team members, supervisors, and maintenance, as appropriate\*
- Initiate positive guest interactions by maintaining a thorough working knowledge of Hersheypark guest programs, including the Attraction Accessibility and Fast Track programs\*
- Assist guests in enrolling in the Hersheypark Attraction Accessibility Program\*
- Perform other duties as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must have the ability to effectively communicate verbally, including delivering safety instructions/directions, verbal cues, and speaking clearly into microphones and radios
- Must have the ability to effectively communicate nonverbally, including maintaining eye contact and giving/receiving safety hand signals
- Must have the ability to comprehend instructions (verbal, demonstrated, and/or written) and retain information
- Must have the ability to remain alert and vigilant at all times
- Must display a positive attitude, an eagerness to learn, and professional image in compliance with Hershey Entertainment & Resorts guidelines
- Must have the ability to safeguard confidential information
- Embody Hershey Entertainment & Resorts company core values: Devoted to the Legacy, Selfless Spirit of Service,

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Team Focused, Respectful of Others

**WORKING CONDITIONS:**

- Supervisors within this level must be available to work nights, weekends, and holidays as part of a flexible schedule. Supervisors must have the availability to work a consistent schedule based on overall operational needs and employee skills. A consistent schedule will be based on, but not limited to, operational seasons, operational hours, and employee position. If unable to meet the availability requirements specified above, written approval must be given by a department manager. Depending on the supervisor's availability, there may be a change in position due to the need for consistent supervisory staff, which can vary from position to position.
- Physical requirements would include the ability to stand (for up to five hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push, pull, and reach above shoulder level, and lift up to thirty-five (35) without assistance
- Employees are subject to a variety of weather conditions, including but not limited to extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Work environment can be extremely loud at times
- Occasional work in high places (up to 300 feet) and climbing stairs is required

**HERSHEYPARK FOOD AND BEVERAGE ASSISTANT TEAM LEADER  
THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES**

\*\*Returning Food and Beverage employees may be considered for promotion to Food and Beverage Assistant Team Lead position. These promotions are limited and are not guaranteed. Returning Food and Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.

**JOB FUNCTIONS:**

- Training employees to ensure that they are capable of interacting appropriately with guests, and that they have the information needed to answer guest questions
- Overseeing and training staff on proper register and cash handling procedures and reporting issues with money bag/loan box variances as they arise
- Ensuring strict adherence to USA Child Labor Laws, and reporting any potential violations to their direct supervisors
- Monitoring stand appearance and operations (inside and outside), including the condiment and seating areas to ensure cleanliness and organization
- Monitoring food preparation and portion controls, including adherence to food safety standards and ensuring quality product in line with federal, state, and company laws and policies
- Maintaining appropriate food production levels based on projected business and weather on a daily basis
- Performing other job-related assignments and tasks as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must be certified or be able to pass an alcohol service class if 18 or older and working in a location that serves alcohol (free training will be provided)
- Must be self-motivated to complete tasks and be able to multitask while prioritizing job tasks and assignments
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**WORKING CONDITIONS:**

- Must be able to work a flexible schedule that includes Monday through Sunday (including Holidays) with shifts starting as early as 7am and ending as late as 1am
- Physical requirements include standing (for periods up to at least 8 hours at a time), walking (including up and down stairs), bending and repeated lifting (up to 20 pounds without assistance)
- Regular outside work in various weather conditions is required (including, hot, cold, rain, snow and other inclement weather)
- Employee must provide proper footwear (black non-skid / non-slip sneakers)

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**HERSHEYPARK FOOD AND BEVERAGE TEAM LEADER**  
**THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES**

\*\*Returning Food and Beverage employees may be considered for promotion to Food and Beverage Team Leader position. These promotions are limited and are not guaranteed. Returning Food and Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.

**JOB FUNCTIONS:**

- Training and supervising employees to ensure that they are capable of interacting appropriately with guests, and that they have the information needed to answer guest questions
- Overseeing and training staff on proper register and cash handling procedures and reporting issues with money bag/loan box variances as they arise
- Placing employees for their location at appropriate positions and ensuring that employees have the proper breaks, supplies, and other operational items needed throughout their shifts
- Ensuring strict adherence to USA Child Labor Laws, and reporting any potential violations to their direct supervisors
- Making sure that their location is open and then closes at the proper times established by business needs along with guidance from the supervisory/management team
- Monitoring stand appearance and operations (inside and outside), including the condiment and seating areas to ensure cleanliness and organization
- Monitoring food preparation and portion controls, including adherence to food safety standards and ensuring quality product in line with federal, state, and company laws and policies
- Maintaining appropriate food production levels based on projected business and weather on a daily basis
- Maintaining equipment properly, and reporting problems with equipment to the appropriate supervisors and/or maintenance staff during operations so that problems are corrected
- Performing other job-related assignments and tasks as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must be certified or be able to pass an alcohol service class if 18 or older and working in a location that serves alcohol (free training will be provided)
- Must be self-motivated to complete tasks and be able to multitask while prioritizing job tasks and assignments
- Must display a positive attitude, eagerness to learn, and professional image in compliance with HE&R guidelines
- Must have the ability to safeguard confidential information
- Proven guest relations, problem-solving, task management skills, and organizational skills
- Knowledge of Child Labor Law regulations
- Must be able to work independently and be self-motivated to perform all aspects of the job at all times

**WORKING CONDITIONS:**

- Must be able to work a flexible schedule that includes Monday through Sunday (including Holidays) with shifts starting as early as 7am and ending as late as 1am
- Physical requirements include standing (for periods up to at least 8 hours at a time), walking (including up and down stairs), bending and repeated lifting (up to 20 pounds without assistance)
- Regular outside work in various weather conditions is required (including, hot, cold, rain, snow and other inclement weather)
- Employee must provide proper footwear (black non-skid / non-slip sneakers)

**FOOD AND BEVERAGE BUILDING SUPERVISOR**  
**THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES**

**Greenheart Exchange**

Greenheart Exchange, 746 North LaSalle, Chicago, IL 60654 USA  
Tel: 312.944.2544 | Fax: 312-577-0692 | Website: [www.greenheart.org](http://www.greenheart.org) | Email: [employer@greenheart.org](mailto:employer@greenheart.org)

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**\*\*Returning Food and Beverage employees may be considered for promotion to Food and Beverage Building Supervisor position. These promotions are limited and are not guaranteed. Returning Food and Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.**

This position will be responsible for operating and supervising a concession location and will work directly with the Team Leaders at the location and will report up through the Concessions Area Supervisors. This position will oversee the daily operations relating to employee staffing, revenue operations, and overall general concession location operations.

**JOB FUNCTIONS:**

- Training and supervising employees to ensure that they are capable of interacting appropriately with guests, and that they have the information needed to answer guest questions
- Overseeing and training staff on proper register and cash handling procedures and reporting issues with money bag/loan box variances as they arise
- Placing employees for their location at appropriate positions and ensuring that employees have the proper breaks, supplies, and other operational items needed throughout their shifts
- Ensuring strict adherence to USA Child Labor Laws, and reporting any potential violations to their direct Area Supervisors
- Making sure that their location is open and then closes at the proper times established by business needs along with guidance from the supervisory/management team
- Monitoring stand appearance and operations (inside and outside), including the condiment and seating areas to ensure cleanliness and organization
- Monitoring food preparation and portion controls, including adherence to food safety standards and ensuring quality product in line with federal, state, and company laws and policies
- Maintaining appropriate food production levels based on projected business and weather on a daily basis
- Maintaining equipment properly, and reporting problems with equipment to the appropriate supervisors and/or maintenance staff during operations so that problems are corrected
- Handling both guest compliments and complaints, and be able to answer guest questions or to direct them to the appropriate source of information
- Performing other job-related assignments and tasks as assigned

**ADDITIONAL QUALIFICATIONS:**

- Must be certified or be able to pass an alcohol service class if 18 or older and working in a location that serves alcohol (free training will be provided)
- Must be self-motivated to complete tasks and be able to multitask while prioritizing job tasks and assignments
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hersheypark guidelines

**WORKING CONDITIONS:**

- Must be able to work a flexible schedule that includes Monday through Sunday (including Holidays) with shifts starting as early as 7am and ending as late as 1am
- Must be able to work a minimum of five (5) days and at least 40 hours per week (including shifts in excess of 8 hours) during May, June, July and August
- Continuous employment from September to December is appreciated and shoulder season availability will be considered by management when considering applicants for promotion
- Physical requirements include standing (for periods up to at least 8 hours at a time), walking (including up and down stairs), bending and repeated lifting (up to 20 pounds without assistance)
- Regular outside work in various weather conditions is required (including, hot, cold, rain, snow and other inclement weather)
- Employee must provide proper footwear (black non-skid / non-slip sneakers)



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## GAMES CLERK

### JOB DESCRIPTION:

GAMES Clerks greet and assist guests, operate various skill games and arcades throughout HERSHEY PARK, and maintain cleanliness.

This position is responsible for providing our guests with exceptional customer service, following proper uniform standards, maintaining cleanliness of your work environment, and gaining knowledge of specific job duties.

### JOB FUNCTIONS (Duties marked with an asterisk are essential functions of this job):

- Actively engage with guests to encourage them to participate in playing games by advertising location in a professional manner
- Explain and enforce game rules
- Award prizes to winners and keep accurate counts of awarded prizes
- Assist guests with usage of the cashless Intercard game card system
- Assist guests with the exchange of points from Game Cards for prizes at the Redemption Centers
- Encourage guests to replay or suggest other locations of interest
- Keep a clean and safe work area
- Perform other duties as assigned

### ADDITIONAL QUALIFICATIONS:

- Must work well with other employees and be able to interact with our guests in a fast paced environment
- Must be able to work independently majority of each shift and be self-motivated to perform all aspects of the job at all times
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines

### WORKING CONDITIONS:

- Must be able to work flexible hours including evenings, weekends, and holidays
- Must be able to work a variety of shifts including days, evenings, weekends, and holidays
- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors.
- Physical requirements include ability to stand (for up to five hours at a time), walk, bend, and reach (both above head as well as to ground level)

## KITCHEN DISHWASHER

### JOB FUNCTIONS (Items marked with an asterisk are essential functions of this position):

- Clean, wash, and store all eating and drinking utensils, pots, pans, and other related items.\*
- Clean all food service areas, storeroom and locker areas in order to maintain sanitation, safety, and cleanliness.\*
- Clean all kitchen surfaces (floors, walls, ceiling, etc.); maintain clean dishwasher and dishwashing areas. Clean out the dish machine after every meal.\*
- Assist in food preparation as needed\*
- Adhere to all food safety codes and programs related to the Department of Agriculture. Log cleaning activities as needed in order to maintain compliance with company and regulatory rules.\*
- Stock all service areas within the kitchen with glassware, silver, china, etc.; empty and scrub garbage containers when necessary.\*
- Keep garbage compactor area clean and neat; clean hood areas and screens above cooking areas.\*
- Perform other duties as assigned

### WORKING CONDITIONS:

- While performing the duties of this job, the employee is required to:
- Climbing Ladders Occasional (<33%)
- Reaching Forward Frequent (34-66%)
- Climbing Stairs Occasional (<33%) (ft maximum height)

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- Lifting Constant (>67%) (50lbs maximum weight)
- Reaching Overhead Frequent (34-66%)
- Finger Dexterity Occasional (<33%)
- Hand/Eye Coordination Occasional (<33%)
- Stooping Constant (>67%)
- Bending Constant (>67%)
- Sitting Occasional (<33%)
- Standing Constant (>67%)
- Walking Frequent (34-66%)
- This job requires minimal visual requirements. Able to distinguish unlike items, detect motion, and distinguish color.

#### IMPORTANT INFORMATION:

#### 1. QUALITIES OF AN EMPLOYEE – our 4 Core Values:

- a. Devoted to the Legacy
  - i. “Acting in a manner that reflects our founder, Milton S. Hershey”
- b. Selfless Spirit of Service
  - i. “Serving our employees and their families, our guests, our community, and our environment”
- c. Team-Focused
  - i. “Supporting one another as we work towards common goals and earning each others’ trust”
- d. Respectful of Others
  - i. “Treating all people with dignity, while respecting their differences and ideas”
  - ii. Greeting guests with a smile and meeting their needs as quickly as possible
  - iii. Energetic and timely

#### 2. TRANSPORTATION

- a. Transportation costs are included in rent. This covers transportation by the employer to and from work only.
- b. Buses run on a schedule and stop at specific locations along a predetermined route. Be at the bus stop at least 10 minutes before the bus is scheduled to depart that location.
- c. Bus schedule departure and arrival times may not align with every participant's work schedule. Participants are expected to plan appropriately to ensure they arrive at work at their scheduled start time. Participants may need to wait after their shift until the next bus is available.
- d. Sometimes buses will be late due to various reasons. If the bus is more than 10 minutes late, contact Hersheypark Security Dispatch to report this issue. If it is late picking up, participants are expected to call their department to let them know they will be late for work. After a participant arrives late to work, they should go to the Check-in building to tell them in person.

#### 3. HOURS AND WAGES

- a. Over the entire summer, the average scheduled hours/week will be approximately 40 hours. Some weeks will be less than 40 hours, and some weeks will be more than 40 hours.
- b. “August Crunch” (August 12 – September 2) is a time when many USA students return to school and are unavailable to work.
  - i. Participants should not schedule vacation time or make themselves unavailable for several days in a row during August Crunch. Participants should plan their vacations before or after August Crunch.

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c. New participants to Hersheypark will start with a schedule of maximum 5 days/week, and approximately 40 hours/week.

d. Shifts may be shortened due to inclement weather or varying business needs.

e. Hersheypark will normally provide a 30 minute unpaid break per 8 hour shift, but the break may be shorter based on the needs of the operation.

4. TERMINATIONS - Reasons for immediate termination may include, but are not limited to:

- a. Sleeping on the job
- b. Calling off and then coming to Hersheypark or other HE&R properties on the same day
- c. Lifeguard/Rides: Using a cell phone/smart watch/iPod while clocked in
- d. Lifeguard/Rides: Reading on duty (including translation guides, word searches, books, etc.)
- e. Taking food or drink from stands or purchasing food or drink while clocked in
- f. Discounting or giving away product without a manager's permission
- g. Accepting tips
- h. Leaving a job location without permission or walking off the job
- i. Publicly announcing the location of a guest
- j. Riding attractions while in uniform
- k. Theft (including theft of time - read "Clock In and Clock Out Procedures")

5. WORK SUSPENSION - Reasons may include, but are not limited to:

- a. Insubordination
- b. Eating food while clocked in
- c. Not following attraction rules
- d. Putting a guest in danger
- e. Playing games in the arcade
- f. Accumulating the maximum number of attendance points

6. ATTENDANCE

a. The Company has an attendance policy that participants will be subject to. Participants will receive attendance points if late, absent or leaving early regardless of reason. If a participant accumulates enough attendance points, they will lose their job. If a participant provides medical documentation (ex: doctor's note) excusing them from work, the participant's attendance points will be reduced for the day(s) the note mentions.

b. Time-off policy:

- i. All time-off requests need to be submitted to the Scheduling department at least 2 weeks in advance.

c. The company understands participants may want to travel while in the USA, but keep in mind that participants may not be approved to travel when Hersheypark is open in May, August, and September, or the first full week in June.

d. Participants are expected to work through their agreed upon DS-2019 end date.

7. CLOCK-IN AND CLOCK-OUT PROCEDURES

a. When a participant clocks in, they are expected to be fully in uniform, and report directly to work. They may not smoke, go to the locker room, eat a meal, or go to the employee cafeteria after they have clocked in.

b. When a participant is released from work, they are expected to clock out immediately. They should not change out of their uniform, go to the bus stop, smoke, eat a meal, or go to the employee cafeteria until after they have clocked out.

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## 8. PAY

a. Participants will receive an employee ID card. It costs \$25 to replace if lost.

b. The first uniform is free, but must be returned at the end of the season. If lost, damaged, or not returned, participants will be charged for replacement.

c. Participants will not be paid for arrival orientation and paperwork processing at the housing location, as well as time spent with banking, social security and wardrobe during their onboarding. However, orientation and trainings with each department and property will be paid.

d. Participants will be set up with a bank account upon arrival. More information will be provided upon arrival. Should a participant already have an existing bank account they would like to use, that option will be available to them upon request.

e. HE&R highly recommends participants sign up to have their paychecks directly deposited into their bank accounts (more instructions will be provided after arrival). If a participant chooses to decline direct deposit, they will be issued a pay card. The employer will not issue any paper checks.

f. Participants will receive an end of season bonus in the amount of \$250 by meeting the following criteria: 1) Successful completion of the program defined as working through their DS 2019 end date, 2) Fulfill all rent payment obligations and 3) Accumulate no more than 18 attendance points.

## 9. UNIFORMS, LOCKERS, DRESS CODE DETAILS

a. Wardrobe department does not wash uniforms. It is the responsibility of the participant to wash their uniform regularly.

b. If a participant requests an additional item from the Wardrobe department (ex: pants, or a jacket), participant will either (depending on the item) be required to pay for that item or put a deposit down and return the item at the end of the summer.

c. Pants/shorts will not be provided - participants should refer to below requirements when deciding which pants/shorts to bring for work:

- Color of pants/shorts/skorts/capris must match color listed in Dress Code Details for that specific position
- The below styles are approved to be purchased directly from retailers, and may be worn as part of the uniform
- Select positions may wear capri pants in addition to shorts or skorts based on the guidelines below
- The following positions will be issued their unique bottoms from Wardrobe:
  - Boardwalk Operator, Lifeguard, Chick-Fil-A

Examples of Approved Pants (No cargo, denim, leggings, sweatpants, or leisurewear):

DICKIES brand:

- Relaxed Straight Flat Front
- Women's Original 774 Work Pant
- Women's Original Wrinkle Resistant Flat Front Twill Pant
- Men's Original 874 Work Pant
- Men's Flat Front Pant
- Men's Regular Straight Fit Twill Work Pant with Pocket

LEE brand:

- Women's Relaxed Fit All Day Pant
- Men's Total Freedom Straight Fit Pant
- Women's Performance Series Extreme Comfort Straight Fit Flat Front Pant

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Women's Plus-Size Relaxed Fit Straight Leg Pant

OLD NAVY brand:

Straight Ultimate Built in Flex  
Men's Straight Uniform  
Women's Everyday Khaki

DOCKERS brand:

Signature Straight Fit

HAGGAR brand:

Flat Front Pant

Examples of Approved Shorts/Skorts (Must be at least mid-thigh in length with a finished hem, no cargo, leisurewear, or sweatpants):

Male Shorts:

Dickies 11" Industrial Flat Front Shorts  
Red Kap PT26 Men's Plain Front Shorts  
Dockers Men's Classic Fit Perfect Shorts Cotton

Female Shorts:

Dickies Women's 9" Flat Front Shorts  
Red Kap PT27 Women's Plain Front Shorts

d. Lockers are not available. Employees should only bring necessary work-related items to work, as there will not be a secure location to place them while at work.

e. Shirt must be neatly tucked in pants/shorts with belt

## 10. HOUSING INFORMATION

a. Participants will be required to relocate at the end of July to a hotel/motel or other housing facility with different amenities. Relocation to other rooms and/or buildings will be communicated in advance, allowing time for cleaning and packing their belongings. Rent cost will remain the same throughout the participant's program. The motel/hotel rooms will not have cooking facilities; they will have mini refrigerators available with access to microwaves.

b. Participants should travel with enough money to pay 3 weeks rent, and have additional money for food and other living expenses prior to receiving their first paycheck, which may take up to 3 weeks.

c. Participants may not move into other housing unless it has been vetted and approved by Greenheart.

## 11. ARRIVAL INFORMATION

a. Participants must arrive the MONDAY, before their DS-2019 start date. Participants should plan to arrive to their housing location between 9am and 9pm, when they are able to be checked in. Arrivals outside of the normal hours of operation must be approved in advance. Participants will need to make lodging arrangements for any nights prior to the Monday before their DS-2019 date. Participants must attend housing arrival orientation on the Tuesday before their DS-2019 start date. Participants will begin working on or after their DS-2019 start date on Wednesdays. Failure to arrive on the Monday before their DS-2019 start date will result in a delay to their first day of work. Participants may not begin working until they have attended arrival orientation.

b. The last housing arrival day will be June 24, 2024. If a participant arrives after June 24, 2024, it is very likely that their job offer will be rescinded and they will not be able to work for HE&R.

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c. Participants will need to provide the following documents to HE&R in order to start working. If they do not provide the following documents, they will not be able to start working and may need to wait until the following week to start working.

- i. Original passport
- ii. Original VISA
- iii. Original DS-2019
- iv. 1-94
- v. Original Social Security Card (If already worked in US)

## 12. SAFETY AND SECURITY

a. Participants should check their email every day and respond when asked.

b. Do not bring valuables to work, as they may get lost or stolen, and HE&R cannot be held responsible for them. It is also difficult to recover stolen items.

c. The company recommends participants have a local USA phone number for scheduling or emergency situations.

## 13. WHAT TO DO IF YOUR EMPLOYMENT IS TERMINATED

a. Participant will be required to move out of housing if no longer working for HE&R, and will be required to move out immediately, or at such other time as solely determined by HE&R.

b. Participants whose employment is terminated (involuntarily or voluntarily) have 2 weeks from the last day of work to find a new job and to submit a valid and complete Self-Arranged Job Offer (SAJO) to Greenheart Exchange for consideration. If the participant fails to submit a SAJO within the two-week deadline, Greenheart Exchange will shorten the participant's program.

c. If Greenheart Exchange rejects the SAJO, the participant has one (1) business day to resubmit a new or a revised SAJO, based on the directions received from Greenheart Exchange. Information about prohibited jobs for SWT program participants can be found at <https://greenheartexchange.org/host/host-hire-seasonal-staff/#/tab/regulations>.

d. If the participant no longer has housing, the participant must look for permanent housing immediately, and within two weeks must secure permanent housing that complies with Greenheart Exchange's Housing Guidelines. The new housing address must be submitted to Greenheart Exchange within 24 hours of any change of address.

## 14. ADDITIONAL CULTURAL OPPORTUNITIES

a. For additional cultural opportunities, Greenheart Exchange suggests that participants join the Greenheart Club at <https://greenheartclub.org>. Through the Greenheart Club participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access resources. Participants can also access the Greenheart Club through the link in the lower righthand corner of their Greenheart Exchange Online (GEO) landing page at <https://geo.greenheart.org/> Participants should also check out the Visit The USA website at <https://www.visittheusa.com>.

Hershey Entertainment & Resorts - Hersheypark, Hershey, PA

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*Please feel free to attach any other additional information.*

**Greenheart Exchange**

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