



Greenheart

Work and Travel Program - Employer Information W_T-Summer 2025

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA
January 8, 2025

Employer Information

Company Name: Hershey Entertainment & Resorts- The Hotel Hershey

Website: www.thehotelhershey.com

of Employees: 919

Phone Number: 717-534-3178

Industry Name: Hotel/Motel/Hostel/Bed and Breakfast

Fax Number: 717-508-1724

Primary Address: 100 Hotel Rd
Hershey, PA17033

Email Address: alamancarella@hersheypa.com

Status: Approved

Site of Activity: Hershey Lodge
325 University Dr
Hershey, PA17033

Contact Name: Allison Mancarella

Contact Title: Human Resources Manager

Site of Activity: Hershey Country Club
1000 E Derry Rd
Hershey, PA17033

Alternate Contact: Krystal King

Alternate Title: Director, Operational HR Admin

Site of Activity: The Hotel Hershey
100 Hotel Rd
Hershey, PA17033

Alternate Phone: 717-534-3178

Hiring Manager Email: international@hersheypa.com

Site of Activity: Hersheypark Camping Resort
1200 Sweet St
Hummelstown, PA 17036

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

Will you accept participants with all start and end dates?

Yes:

No:

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Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

Earliest Start Date:	Latest Start Date:	Earliest End Date:	Latest End Date:	#Students:
5/14/2025	6/25/2025	9/1/2025	11/2/2025	54
Hours: Average hours/week: 32			Average number of 5 days/week:	
Pay Range: High: \$16.45/per hour		Low: \$12.00/per hour		
Overtime: Overtime available: Sometimes		Overtime hourly rate: After 40 hours: time and a half pay		
Meals: Are Meals Provided?: Yes		Explain: An employee cafeteria is located on site. One free meal is offered per shift for all employees. 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, September

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

Please Explain: When there are many guests staying at The Hotel Hershey, there will usually be many hours available to work (Example: July, August, and September).

When there are fewer guests staying at The Hotel Hershey, there will usually be less hours available to work (Example: May and early June).

Participants cannot limit their availability and are expected to work when scheduled based on operational needs.

*Overtime is available for some positions, but is not guaranteed. 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?

Approximately 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**

Do participants complete an additional application form upon arrival?

Yes **No**

Greenheart Exchange

January 8, 2025

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!

Job Type: Housekeeper

Job Description: This position is responsible for cleaning and maintaining the guest rooms of The Hotel Hershey and The Villas at the Hotel Hershey

JOB DUTIES:

- Responsible for cleaning all guest rooms and areas (including but not limited to: porches, vestibules, great rooms, living areas, etc) while maintaining all items in good repair at The Hotel Hershey and The Villas at The Hotel Hershey.
- Cleaning assigned rooms/areas, replenishing linens and supplies.
- Reporting any damaged or missing items; reporting and turning in all lost/found items
- Calling to have light bulbs replaced.
- Stocking linen cart for the next work shift.
- Maintaining upkeep of linen closets.
- Reporting unsafe conditions or acts to a direct supervisor; making up cots and cribs.
- Returning room service items to proper location; assisting with the training of new Guest Room Attendants.
- Performing other duties as may be assigned.

ADDITIONAL QUALIFICATIONS:

- Professional guest service attitude, well-groomed, professional appearance, and self-confidence.
- Self-motivated and capable of working alone.
- Ability to clean 14 or more credits within a specified period of time.
- Ability to understand and communicate instructions, both written and verbal.
- Ability to operate standard cleaning equipment such as a vacuum cleaner.
- Must have the visual ability to meet our very high cleaning standards.

*Participants will use cleaning chemicals in this role.

*Excellent English is required.

Working Conditions listed in full job description in Additional Comments.

Internal Job Type: Hotel Hershey - Housekeeper

No Students being hired: 16

Age requirement: None

Wage: 16.45/per hour

Details:

Dress Code: Uniform

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Cleaning Staff

Job Description:

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

This position is responsible for maintaining the public areas and offices of The Hotel Hershey and The Villas at The Hotel Hershey.

JOB DUTIES:

- Responsible for performing daily routine cleaning in guest areas at The Hotel Hershey and The Villas at The Hotel Hershey
- Cleaning sundecks and porches
- Vacuuming and shampooing carpets and corridors
- Scrubbing and waxing floors
- Cleaning elevators and restrooms
- Collecting trash
- Delivering and removing cots, cribs or other special guest needs
- Cleaning air vents/ lights in out of reach areas
- Making minor repairs
- Moving furniture
- Unloading delivery trucks
- Performing all other duties as may be assigned.

ADDITIONAL QUALIFICATIONS:

- Professional guest service attitude, well-groomed, professional appearance, and self-confidence.
- Self- motivated and capable of working alone.
- Ability to handle multiple tasks at once.
- Ability to understand and communicate instructions, both written and verbal.
- Ability to operate standard cleaning equipment; carpet shampoo machine, floor scrubber, vacuum cleaner, high pressure power washer, etc.
- Must have the visual ability to meet our very high cleaning standards.

WORKING CONDITIONS:

- Proper footwear to be provided by employee.
- Considerable walking and pushing/ pulling of heavy carts involved.
- Ability to safely use chemicals in and around the work place meeting OSHA standards.
- Ability to lift a maximum of 22.7 kilograms (50 pounds).
- Ability to operate a vehicle to transport trash to designated areas on property.
- Standing, walking, bending, kneeling, handling, stooping, reaching, lifting and repetitive motions.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*Participants will use cleaning chemicals in this role.

*Excellent English is required.

Internal Job Type: Hotel Hershey - Houseperson

No Students being hired: 4

Age requirement: None

Wage: 14.86/per hour

Details:

Dress Code: Uniform

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Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:
Ski:
Swimmer:

Lifeguard Certified:
CPR Certified:

Job Type: Kitchen Helper/Dishwasher

Job Description:

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

This position is responsible for maintaining sanitation and cleanliness of all food service kitchen areas of The Hotel Hershey.

THIS POSITION IS STRENUOUS, AND WILL INVOLVE CLEANING DIRTY AREAS OF KITCHEN EQUIPMENT, EMPTYING AND SCRUBBING GARBAGE CONTAINERS, AND HEAVY LIFTING.

JOB DUTIES:

- Responsible for maintaining sanitation and cleanliness of all food service areas and equipment, including cleaning of food service kitchens and storeroom and locker areas
- Cleaning, washing and storing all eating and drinking utensils, pots, pans, and other related items; cleaning all kitchen surfaces (floors, walls, ceilings, etc.)
- Maintaining clean dishwasher and dishwashing areas
- Cleaning out the dish machine after every meal
- Stocking all service areas within the kitchen with glassware, silver, china, etc.
- Emptying and scrubbing garbage containers when necessary
- Keeping garbage compactor area clean and neat
- Cleaning hood areas and screens above cooking areas, under the supervision of the Lead Stewards.

ADDITIONAL QUALIFICATIONS:

- Friendliness and well-groomed appearance
- Must be able to do physical work, and able to lift a maximum of 27.22 kilograms (60 pounds.)
- Must be able to read English

WORKING CONDITIONS:

- Normal working hours are primarily 2nd shift including weekends and holidays, however hours may vary based on operational demand.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*Participants will use cleaning chemicals in this role.

*Excellent English is required.

Internal Job Type: Hotel Hershey - Kitchen Cleaner/Dishwasher

No Students being hired: 3

Age requirement: None

Wage: 14.86/per hour

Details:

Dress Code: Uniform

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January 8, 2025

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Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type:

Busser

Job Description:

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

This position is responsible for maintaining a neat and orderly dining room and the guest service area within multiple restaurants at The Hotel Hershey.

Restaurant Locations:

- Trevi 5
- The Circular
- Harvest/Poolside

JOB DUTIES:

- Assisting servers; restocking all dining and service areas
- Clearing and resetting tables; completing daily and weekly cleaning sheets
- Pouring coffee and water when required
- Ensuring that condiments are amply supplied on the guest table prior to the guests taking their seats
- Forwarding any guest concerns to the applicable wait staff person or supervisor
- Accomplishing other duties as assigned.

ADDITIONAL QUALIFICATIONS:

- Must demonstrate an ability to work in an organized and efficient manner.
- Must demonstrate an ability to work with limited supervision.
- Must be able to effectively communicate with co-workers and staff.
- Must be able to pass the accredited alcohol server test (RAMP) within probation period.
- Must present a clean and appropriate image.

WORKING CONDITIONS:

- Must be able to work a flexible schedule according to seniority.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

- *Participants will use cleaning chemicals in this role.
- *Excellent English is required.

Internal Job Type: Hotel Hershey - Server Assistant, Multiple Loc.

No Students being hired: 6

Age requirement: None

Wage: 13.80/per hour

Details:

Dress Code: Uniform

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

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Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Lifeguard

Job Description: MOST IMPORTANT: PARTICIPANTS NEED TO BE GOOD SWIMMERS AND KNOW HOW TO SWIM BEFORE APPLYING.

LIFEGUARDS MAY HAVE THE OPPORTUNITY TO PICK UP ADDITIONAL SHIFTS AT HERSHEY LODGE, HERSHEY PARK CAMPING RESORT AND HERSHEY COUNTRY CLUB.

THE FULL JOB DESCRIPTION IS LISTED IN ADDITIONAL COMMENTS SECTION.

*Participants may use cleaning chemicals in this role.

*Excellent English is required.

Internal Job Type: Hotel Hershey - Lifeguard

No Students being hired: 7

Age requirement: None

Wage: 15.00/per hour

Details:

Dress Code: Uniform

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants must provide proper sandal footwear and sunglasses. Rubber sandals are highly recommended.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Attendant

Job Description:

Greenheart Exchange

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

*** NOTE: THE ACTIVITIES ASSISTANT IS A BACKUP POSITION FOR LIFEGUARDS TO BE USED AT THE DISCRETION OF THE HOTEL HERSHEY.**

The Activities Assistant is responsible for assisting with hosting children and family activities. Also is responsible for maintaining and assisting with outdoor pool complex, outdoor sports, and The Cocoa Clubhouse program. Must be knowledgeable of all aspects of the facilities. Will direct all efforts toward guest satisfaction, the achievement and maintenance of The Hotel Hershey standards and profit maximization.

JOB DUTIES:

- Maintain all work areas so they are organized, neat and clean
- Assist Activities Attendant to conduct activities with enthusiasm and professionalism.
- Assist Activities Attendant to conduct activities according to Standard of Operations.
- Smile and project a professional, positive attitude and appearance at all times
- Portray a high level of maturity, responsibility, and professionalism, which all employees can respect and follow
- Wear proper uniform projecting a professional image
- Perform any reasonable tasks assigned by supervisor or manager
- Assist in maintaining all outdoor recreational areas
- Maintain open communications and positive working relationships within Recreation department and all departments within The Hotel Hershey
- Attend scheduled department meetings
- Maintain performance standards for areas of responsibility

ADDITIONAL QUALIFICATIONS:

- Current American Red Cross CPR/AED/First Aid certifications preferred or willing to obtain
- Professional people skills and personable interaction with individuals of all ages
- Professional image representative of property image
- Ability to multi-task

WORKING CONDITIONS:

- Follow all aspects of job safety
- The job may require bending, stooping, and lifting up to 6.8 kilograms (15 pounds.)
- Must be able to work Weekend and Holidays

*Participants may use cleaning chemicals in this role.

*Excellent English is required.

Internal Job Type: Hotel Hershey - Activities Assistant

No Students being hired: 0

Age requirement: None

Wage: 12.00/per hour

Details:

Dress Code: Uniform

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Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Ski:

Swimmer:

Lifeguard Certified:

CPR Certified:

January 8, 2025

Job Type: Prep Cooks

Job Description: FULL JOB DESCRIPTION IS LISTED IN ADDITIONAL COMMENTS SECTION.

- *Participants will use cleaning chemicals in this role.
- *Participants may be handling pork products.
- *Excellent English is required.

Internal Job Type: Hotel Hershey - Culinary Staff Member

No Students being hired: 12

Age requirement: None

Wage: 16.15/per hour

Details:

Dress Code: Uniform

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

Job Type: Host/Hostess

Job Description: FULL JOB DESCRIPTION IS LISTED IN ADDITIONAL COMMENTS SECTION.

*Participants may use cleaning chemicals in this role.
*Excellent English is required.

Internal Job Type: Hotel Hershey - Host/Hostess

No Students being hired: 2

Age requirement: None

Wage: 14.00/per hour

Details:

Dress Code: Casual

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

Participants will also be expected to bring business casual attire.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Food Service

Job Description:

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

The position is responsible for the serving of food and beverages at the Hotel Hershey.

Job Functions:

- Serves beverages and food orders and promotes the retail pastry sales and gift basket programs in a courteous, efficient and professional manner in accordance with The Hotel Hershey guidelines.
- Using and maintaining espresso machine.
- Knowing the complete Chef's Market food and beverage menu
- Ensuring the quality and appearance of coffee order presentation
- Taking phone calls
- Other duties as may be assigned.

Additional Qualifications:

- Retail experience preferred.
- Must represent property image in compliance with The Hotel Hershey standards.
- Must have the ability to properly speak, write and communicate English.
- Must have a positive attitude and exceptional guest service skills.
- Must be able to use the telephone properly and computer system.

Working Conditions:

- Must be willing to work weekends, holidays and maintain a flexible schedule.
- Must be able to stand and walk for extended periods of time (length of shift).
- Must be able to lift up to 50 pounds. (22.7 kilograms) and must be able to bend and reach without restrictions.
- This is a union position, and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

- *Participants will use cleaning chemicals in this role.
- *Excellent English is required.

Internal Job Type: Hotel Hershey - Barista

No Students being hired: 0

Age requirement: None

Wage: 12.48/per hour

Details:

Dress Code: Uniform

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No Students being hired: 0

Age requirement: None

Wage: 13.07/per hour

Details:

Dress Code: Uniform

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Customer Service

Job Description:

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

This position is responsible for responding to all internal and external calls received through The Hotel Hershey's main switchboard.
The working schedule may include days, evenings, weekends, and holidays based on operational needs.

JOB DUTIES:

- Transferring calls to the appropriate destination
- Accepting requests for and placing wake-up calls at the designated times
- Accepting and delivering accurate messages
- Monitoring the heat/smoke detector panel
- Activating emergency response procedures when necessary
- Monitoring two-way radio communication with security/engineering and guest service staffs
- Handling and following up on evening calls for the Housekeeping Department
- Employing the paging system to locate staff

ADDITIONAL QUALIFICATIONS:

- Demonstrated courtesy, clarity of speech and good judgment.
- Proven employee/guest relations, communication, problem solving and organization skills.
- Basic keyboarding skills and ability to type 35 wpm.
- Ability to work with minimal supervision.
- Professional image representative of property image.

WORKING CONDITIONS:

- Physical requirements include sitting (up to 100% of the shift), hearing, speaking clearly and finger dexterity.
- Ability to work 2nd shift as required by business levels, including weekends and holidays.

*Participants may use cleaning chemicals in this role.

*Excellent English is required.

Internal Job Type: Hotel Hershey - Switchboard Operator

No Students being hired: 0

Age requirement: None

Wage: 14.00/per hour

Details:

Dress Code: Uniform

Hershey Entertainment & Resorts- The Hotel Hershey, Hershey, PA

January 8, 2025

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:



January 8, 2025

Job Type: Attendant

Job Description: This is a part time position for participants who wish to pick up additional shifts in approved positions at Hershey Lodge, The Hotel Hershey, Hersheypark Camping Resort and Hershey Country Club. A full list of the approved positions and wages can be found in the Additional Comments section of this Placement Agreement.

Participants will receive the wage of the position they're picking up.

Participants who elect to work part-time hours outside of their primary work schedule may be required to arrange their own transportation to and from work.

Additional training may be required.

*Participants may use cleaning chemicals in this role.

*Participants may be handling pork products.

*Excellent English is required.

Internal Job Type: Hotel Hershey - Supplemental Work

No Students being hired: 0

Age requirement: None

Wage: Varies/per hour

Details:

Dress Code: Uniform

Participants will be informed of dress code details after picking up a shift, as dress code details may vary for each position, but participants will not be required to pay for a uniform.

However, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants will be expected to provide proper footwear, which must be slip-resistant, and either all black or all brown.

See Additional Comments section for details regarding Appearance Standards.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

January 8, 2025

Job Type: Lifeguard

Job Description: MOST IMPORTANT: PARTICIPANTS NEED TO BE GOOD SWIMMERS AND KNOW HOW TO SWIM BEFORE APPLYING.

LIFEGUARDS MAY HAVE THE OPPORTUNITY TO PICK UP ADDITIONAL SHIFTS AT THE HOTEL HERSHEY,HERSHEY LODGE AND HERSHEY PARK CAMPING RESORT.

THE FULL JOB DESCRIPTION IS LISTED IN ADDITIONAL COMMENTS SECTION.

- *Participants will use cleaning chemicals in this role.
- *Excellent English is required.

Internal Job Type: Hershey Country Club - Lifeguard

No Students being hired: 4

Age requirement: None

Wage: 15.00/per hour

Details:

Dress Code: Uniform

A full uniform will be provided upon arrival, at no cost; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season.

Participants must provide proper sandal footwear and sunglasses. Rubber sandals are highly recommended.

See Additional Comments section for details regarding Appearance Standards.

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 checked="" type="checkbox"/>		

January 8, 2025

Job Benefits (bonuses, incentives):

- Free admission to Hersheypark and ZooAmerica
- Employee Recognition Programs
- Employee parties and events
- Discounts on Food, Beverage, and Retail Merchandise at various HE&R properties
- Discounts at Hershey's Chocolate World
- One Free meal per shift in employee cafeteria
- Weekly \$50 meal allowance (excluding last pay)
- End of Season Bonus (Details are included in, "Additional Comments" section at end of Job Offer)
- Referral Bonus: Returning employees accepted into their role may be eligible for a referral bonus of \$250 for each new candidate who accepts and onboards with Hershey Entertainment and Resorts in 2025. Both candidates must begin working for the referral bonus to be processed (new candidate being referred cannot be a returning employee of any prior year). Program details available from HE&R Human Resources.

Perks are subject to change.

Is there a Social Security Admin office near you: Yes

SSA office details:

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

Social Security appointments will be arranged by the employer after the participants arrives, including free transportation to/from the appointment. 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 to the SSA office, including paying for their own transportation to/from the appointment.

Participant Requirements

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

- Team-focused
- Respectful of Others
- Selfless Spirit of Service

See additional comments for a detailed explanation.

January 8, 2025

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

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)
- Union Agency Shop Clause
- *Union Agency Shop Clause (Seasonal Employee)
- **Bloodborne Pathogens Employee Hepatitis B Vaccine Notification & Authorization Form (Housepersons, Housekeepers and Lifeguards only)

*All participants (except Lifeguard/Activities Attendant and Host/Hostess) will be part of the Local Union 464 and will have \$7.00 deducted from each paycheck after 90 days of working. Returning union participants who are working in the union this year will be expected to pay dues beginning with their first paycheck. Please note - Union may increase dues at any time.

**Housepersons, Housekeepers, and Lifeguards may come in contact with blood or bodily fluids. The Company offers the Hepatitis B vaccine at no charge.

Drug tests for Lifeguards/Activities Attendants are required on first day of work. If a participant doesn't pass, or refuses, they will not be guaranteed another position at HE&R.

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](#)

January 8, 2025

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: Participants will be living in 2-bedroom apartment style housing at Central Penn College. Participants will be housed 3 per room. Each apartment has a shared bathroom, common area, and kitchen.

Each participant will have their own bed, three drawer dresser, wardrobe, and desk.

Address: 600 Valley Road

City, State, Zip: Summerdale, PA 17093

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 19 Miles

How will the student get to and from work? Bus or Uber transportation will be provided by the employer.

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

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

Participant Travel to Business

Participant should contact you: Upon boarding: Upon arrival:

Employer's Emergency phone number: 717-534-8832

Ask directly for Hotel Security Dispatch

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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? 18 miles

Special instructions/comments regarding participant's arrival:

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

Participants are responsible to arrive to housing on their own. Hershey Entertainment & Resorts will not transport participants 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. The cost varies based on which service is used, but the typical range is \$20 to \$40 per ride.

Housing address:

Central Penn College
600 Valley Road
Summerdale, PA 17093

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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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? 6 miles

Special instructions/comments regarding participant's arrival:

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

Participants are responsible to arrive to housing on their own. Hershey Entertainment & Resorts will not transport participants 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. The cost varies based on which service is used, but the typical range is \$20 to \$40 per ride.

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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)

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 airport is your place of business? 6 miles

Special instructions/comments regarding participant's arrival:

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

Participants are responsible to arrive to housing on their own. Hershey Entertainment & Resorts will not transport participants 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. The cost varies based on which service is used, but the typical range is \$20 to \$40 per ride.

Housing address:

Central Penn College
600 Valley Road
Summerdale, PA 17093

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 Summerdale, PA, a small town about 20-30 minutes away from Hershey and from Harrisburg.

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Is there anything special that students should bring?

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?

Transportation Depot:	✓	On foot		In town / by public transport		Requires a car	N/A
Food/Super Market:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Shopping Mall:		On foot	✓	In town / by public transport		Requires a car	N/A
Post Office:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Bank:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Public Library:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Movie Theater:		On foot	✓	In town / by public transport		Requires a car	N/A
Restaurants:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Fitness Center/Gym:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Sports/Recreation Facility:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Nightlife:		On foot	✓	In town / by public transport		Requires a car	N/A
Laundromat:	✓	On foot	✓	In town / by public transport		Requires a car	N/A
Internet Access:	✓	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
www.thehotelhershey.com
www.hersheypark.com
www.harrisburgpa.gov
www.visitthersheyharrisburg.org/things-to-do/family-fun/
www.visittheusa.com
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 locations, every public library, and in some cafés and restaurants.

Additional Comments:

Supplemental Work:

Participants will mainly be working at The Hotel Hershey. However, participants may have the opportunity to pick up additional hours in different roles either in their current property or one of the other properties (Hersheypark Camping Resort, Hershey Lodge or Hershey Country Club) if they choose to do so. This section outlines what those other positions might be.

JOB DESCRIPTIONS:

HOTEL HERSHEY - HOUSEKEEPER:

This position is responsible for cleaning and maintaining the guest rooms of The Hotel Hershey and The Villas at The Hotel Hershey.

JOB FUNCTIONS:

- Responsible for cleaning all guest rooms and areas (including but not limited to: porches, vestibules, great rooms, living areas, etc) while maintaining all items in good repair at The Hotel Hershey and The Villas at The Hotel Hershey.
- Cleaning assigned rooms/areas, replenishing linens and supplies.

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- Reporting any damaged or missing items; reporting and turning in all lost/found items
- Calling to have light bulbs replaced.
- Stocking linen cart for the next work shift.
- Maintaining upkeep of linen closets.
- Reporting unsafe conditions or acts to a direct supervisor; making up cots and cribs.
- Returning room service items to proper location; assisting with the training of new Guest Room Attendants.
- Performing other duties as may be assigned.

ADDITIONAL QUALIFICATIONS:

- Professional guest service attitude, well-groomed, professional appearance, and self-confidence.
- Self-motivated and capable of working alone.
- Ability to clean 14 or more credits within a specified period of time.
- Ability to understand and communicate instructions, both written and verbal.
- Ability to operate standard cleaning equipment such as a vacuum cleaner.
- Must have the visual ability to meet our very high cleaning standards.

WORKING CONDITIONS:

- Normal working hours are 8AM-4:30PM, 8:30AM-5PM or 9AM-5:30PM; Monday thru Sunday; working weekends and holidays are required.
- Proper footwear to be provided by employee.
- Considerable walking and pushing/ pulling of linen carts is required.
- Ability to safely use chemicals in and around the work place meeting OSHA standards.
- Ability to lift up to 22.7 kilograms.
- Standing, walking, bending, kneeling, handling, stooping, reaching, lifting and repetitive motions.
- While performing the duties of this job, the employee is required to
Constantly (67 – 100% of time): Stand, Walk, Reach forward, and Balance
Frequently (34 – 66% of time): Lift (9 kilograms), Push (4.5 kilograms), Pull (4.5 kilograms), Stoop, Kneel, Crouch, Handle Objects, Grasp and Operate controls
Occasionally (1 – 33%): Lift (22.7 kilograms), Carry (22.7 kilograms), Push (9 kilograms), Pull (9 kilograms), Climb Stairs, Reach Overhead, and Crawl
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

Examples of rooms participants may be cleaning can be found at: www.thehotelhershey.com/accommodations

*Participants will use cleaning chemicals in this role.

*Excellent English is required

HOTEL HERSHEY - HOUSEPERSON:

This position is responsible for maintaining the public areas and offices of The Hotel Hershey and The Villas at The Hotel Hershey.

JOB FUNCTIONS:

- Responsible for performing daily routine cleaning in guest areas at The Hotel Hershey and The Villas at The Hotel Hershey
- Cleaning sundecks and porches
- Vacuuming and shampooing carpets and corridors
- Scrubbing and waxing floors
- Cleaning elevators and restrooms
- Collecting trash
- Delivering and removing cots, cribs or other special guest needs

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- Cleaning air vents/ lights in out of reach areas
- Making minor repairs
- Moving furniture
- Unloading delivery trucks
- Performing all other duties as may be assigned.

PHYSICAL DEMANDS and WORKING CONDITIONS:

- Proper footwear to be provided by employee.
- Considerable walking and pushing/ pulling of heavy carts involved.
Ability to safely use chemicals in and around the work place meeting OSHA standards.
Ability to lift a maximum of 22.7 kilograms.
Ability to operate a vehicle to transport trash to designated areas on property.
Standing, walking, bending, kneeling, handling, stooping, reaching, lifting and repetitive motions.
This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*Participants will use cleaning chemicals in this role.

*Excellent English is required

HOTEL HERSHEY - KITCHEN CLEANER/DISHWASHER:

This position is responsible for maintaining sanitation and cleanliness of all food service kitchen areas of The Hotel Hershey.

THIS POSITION IS STRENUOUS, AND WILL INVOLVE CLEANING DIRTY AREAS OF KITCHEN EQUIPMENT, EMPTYING AND SCRUBBING GARBAGE CONTAINERS, AND HEAVY LIFTING.

JOB FUNCTIONS:

- Responsible for maintaining sanitation and cleanliness of all food service areas and equipment, including cleaning of food service kitchens and storeroom and locker areas
- Cleaning, washing and storing all eating and drinking utensils, pots, pans, and other related items; cleaning all kitchen surfaces (floors, walls, ceilings, etc.)*
- Maintaining clean dishwasher and dishwashing areas
- Cleaning out the dish machine after every meal
- Stocking all service areas within the kitchen with glassware, silver, china, etc.
- Emptying and scrubbing garbage containers when necessary
- Keeping garbage compactor area clean and neat
- Cleaning hood areas and screens above cooking areas, under the supervision of the Lead Stewards.

ADDITIONAL QUALIFICATIONS:

- Friendliness and well-groomed appearance
- Must be able to do physical work, and able to lift a maximum of 27.22 kilograms (60 pounds.)
- Must be able to read English

WORKING CONDITIONS:

- Normal working hours are primarily 2nd shift including weekends and holidays, however hours may vary based on operational demand.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*Participants will use cleaning chemicals in this role.

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*Excellent English is required

HOTEL HERSHEY - SERVER ASSISTANT

This position is responsible for maintaining a neat and orderly dining room and the guest service area within multiple restaurants at The Hotel Hershey.

Restaurant Locations:

- Trevi 5
- The Circular
- Harvest

JOB FUNCTIONS:

- Assisting servers; restocking all dining and service areas*
- Clearing and resetting tables; completing daily and weekly cleaning sheets*
- Pouring coffee and water when required*
- Ensuring that condiments are amply supplied on the guest table prior to the guests taking their seats*
- Forwarding any guest concerns to the applicable wait staff person or supervisor*
- Accomplishing other duties as assigned.

ADDITIONAL QUALIFICATIONS:

- Must demonstrate an ability to work in an organized and efficient manner.
- Must demonstrate an ability to work with limited supervision.
- Must be able to effectively communicate with co-workers and staff.
- Must be able to pass the accredited alcohol server test (RAMP) within probation period.
- Must present a clean and appropriate image.

WORKING CONDITIONS:

- Must be able to work a flexible schedule according to seniority.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*The use of cleaning chemicals is required.

*Excellent English is required

HOTEL HERSHEY - LIFEGUARD

LIFEGUARDS MAY HAVE THE OPPORTUNITY TO PICK UP ADDITIONAL SHIFTS AT HERSHEY LODGE, HERSHEY PARK CAMPING RESORT AND HERSHEY COUNTRY CLUB.

Pool lifeguards ensure the safety of guests at The Hotel Hershey while providing courteous, friendly, and professional assistance.

JOB FUNCTIONS:

- Overseeing and enforcing swimming pool and attraction rules and safety regulations.*
- Anticipating, recognizing, and responding to aquatic emergencies.*
- Monitoring equipment and supplies.*
- Maintaining work area and surrounding environment.*
- Lifeguards must maintain lifeguard and first aid skills at a "test-ready" level at all times.*
- Participate in weekly lifeguard in-service training.*

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-Other job-related duties as assigned.

ADDITIONAL QUALIFICATIONS:

- Must be able to swim 100 yards using crawl or breaststroke without resting.
- Must be able to feet first surface dive and retrieve a 10 lb. brick from a minimum depth of 8 ft. (or the deepest depth of the facility) and bring it to the surface.
- Must be able to tread water without using arms for 1 minute.
- Must be able to safely exit the pool without the use of stairs, ladders, or zero depth.
- Ability to handle stressful working conditions and emergencies, and to accept a high degree of accountability.
- Must be in good physical condition.
- Must have normal vision (20/25 or 20/25 corrected)
- Must be friendly, upbeat, and work well with other employees and be able to interact with our guests.
- Must have reliable, steady transportation to and from work.
- Must be able to speak, write, and understand English.
- 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.
- Must attend and complete the Ellis & Assoc. International Pool and Lifeguard Training Program paid for and provided by the Hershey Entertainment and Resorts properties
- Required to complete pre-employment drug testing

WORKING CONDITIONS:

- Weekend work schedules are a requirement of this position. Based on business needs, weekly work schedules may change.
- Must be able to work in a combination of indoor and outdoor weather conditions
- 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.

LIFEGUARDS WILL FIRST BE PLACED IN AN ACTIVITIES ASSISTANT POSITION UNTIL COMPLETING AND PASSING THE FREE LIFEGUARD CERTIFICATION TEST. ANY PARTICIPANT WHO FAILS THE SWIM OR CERTIFICATION TEST MAY BE OFFERED AN ACTIVITIES ASSISTANT POSITION OR OTHER POSITIONS OUTLINED IN THIS JOB OFFER BASED ON AVAILABILITY.

If water attractions are closed due to unforeseen circumstances such as weather or accidents, participants will have the option to work as an activities attendant to cover the hours that may be missed during their shift, but paid an activities assistant rate of \$12.00/hour.

HOTEL HERSHEY - ACTIVITIES ATTENDANT:

* NOTE: THE ACTIVITIES ASSISTANT IS A BACKUP POSITION FOR LIFEGUARDS TO BE USED AT THE DISCRETION OF THE HOTEL HERSHEY.

The Activities Attendant at The Hotel Hershey is responsible for hosting children and family activities. Also is responsible for maintaining and assisting with outdoor pool complex, outdoor sports, 18-Hole Putting Green, and The Cocoa Clubhouse program. Must be knowledgeable of all aspects of the facilities. Will direct all efforts toward guest satisfaction, the achievement and maintenance of The Hotel Hershey standards and profit maximization.

JOB FUNCTIONS:

- Maintain all work areas so they are organized, neat, and clean.
- Conduct activities with enthusiasm and professionalism.
- Conduct activities according to the Standard of Operations.

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- Assist with year round special event programs.
- Assist in maintaining all outdoor recreational areas.
- Maintain open communications and positive working relationships within the Recreation department and all departments within the Hotel Hershey.
- Attend scheduled department meetings.
- Maintain performance standards for areas of responsibility.
- Perform other duties as assigned.

ADDITIONAL QUALIFICATIONS:

- Current American Red Cross CPR/AED/First Aid certifications preferred or willing to obtain.
- Child care and customer service experience is a plus.

WORKING CONDITIONS:

- Professional people skills and personable interaction with individuals of all ages.
- Professional image representative of property image.
- Ability to multi-task
- Portray a high level of maturity, responsibility, and professionalism which all employees can respect and follow.
- This is a part-time seasonal position from Memorial Day - Labor Day. The working schedule for this position includes Monday - Sunday 8am-10:30pm, including holidays. Year round weekend hours are available September-May.
- Follow all aspects of job safety.
- Understand that the job may require bending, stooping, and lifting of materials up to 15 pounds.
- The Recreation department functions 17 hours per day, 7 days a week, 365 days per year. All associates must realize this fact and be aware that at times it may be necessary to change an associate from their usual shift as business needs change.
- Weekend and Holiday work schedules are a part of this position.

*Excellent English is required.

HOTEL HERSHEY - CULINARY STAFF MEMBER:

This position in Culinary at The Hotel Hershey is focused on developing a strong operational capability in the student. Staff will work in the various kitchens, be coached by Sous Chefs and senior line staff and be challenged to execute at a professional production level. Culinary Staff is expected to bring a passion and focus on learning, maintain a professional demeanor, and be committed to the full term of the program. The Culinary Staff will be expected to work in all kitchen locations of The Hotel Hershey.

JOB DUTIES:

- Produce consistent food projects while following recipes with reduced supervision and direction from the chefs, while maintaining quality standards.
- Exhibits an advanced knowledge, understanding, and application of knife skills and cooking techniques.
- Identify and safely use all kitchen equipment.
- Properly label, date, and rotate all products to ensure safekeeping and sanitation.
- Maintain an organized, clean, and sanitary/work area in accordance with Health Department/ ServSafe standards.
- Assist, train, and guide culinary interns and general cooks in daily tasks.
- Able to work multiple stations in your designated area, on your designated shift including but not limited to Garde Manager, A la Carte Hot Line, Banquets, etc.
- Basic understanding and knowledge of inventory control, requisitions, and par levels.
- Performs other job-related duties as required, including nightly food requisitions from the butcher/storeroom and prep lists, etc.

ADDITIONAL QUALIFICATIONS:

- Must have a minimum of 1 year of cooking experience OR currently hold a culinary position in a similar restaurant, hotel, or private club setting.
- High school diploma or equivalent
- Must obtain ServSafe certification.

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- Complete a mystery basket cooking test to include 3 courses in 4 hours.
- Knowledgeable of kitchen equipment, has good knife skills, and possesses a full tool kit.
- Knowledgeable of weights and measures, as well as basic math applications.
- Must be able to assist, train, and direct culinary interns and general cooks in daily tasks
- Proficient in speaking, reading, and writing in English.
- Skilled with a minimum of two cuisines. Examples may include but are not limited to Asian, Italian, Classical, New American, and Mexican.

WORKING CONDITIONS:

- Reaching Forward Constant (>67%)
- Lifting Frequent (34-66%) (22.7 kilograms maximum weight)
- Reaching Overhead Occasional (<33%)
- Finger Dexterity Constant (>67%)
- Hand/Eye Coordination Constant (>67%)
- Stooping Occasional (<33%)
- Bending Occasional (<33%)
- Standing Constant (>67%)
- Walking Frequent (34-66%)
- Additional physical requirements include repetitive elbow motions for chopping, and repetitive wrist motions for stirring and chopping.
- Must have the ability of taste buds to distinguish between and among flavors, spices, temperature, and mouth feel (smoothness, pungency, etc.) of food, and beverage.
- Must have the ability of olfactory nerves to distinguish between and among odors and scents as to their appeal and level of intensity.
- Must be able to work in extreme temperatures.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

HOTEL HERSHEY - HOST/HOSTESS:

This position will greet and seat guests while coordinating guest reservations and responding to inquiries in an efficient, courteous and professional manner to achieve maximum customer satisfaction while complying with all HE&R policies.

This position may be expected to rotate within multiple restaurants of The Hotel Hershey including:

- Trevi 5
- The Circular
- Harvest

JOB DUTIES:

- Greeting guests upon arrival in the restaurant and seating guests in accordance with their requests and server rotation
- Completing opening and closing procedures, including cash control and settlement of guest charges
- Coordinating reservations and seating charts
- Answering telephones
- Overseeing service, safety, and sanitation to ensure quality. Responding to guests' questions, requests and concerns.
- Perform other duties as assigned

ADDITIONAL QUALIFICATIONS

- Ability to operate point-of-sale computer and calculator.
- Ability to perform mathematical calculations and handle cash.
- Proven employee/guest relations, communication, problem-solving, and organizational skills.
- Professional image representative of company image.

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WORKING CONDITIONS:

- Physical requirements include standing (up to 100% of shift), walking, bending, stooping, hearing, speaking and finger dexterity.
- The ability to communicate effectively.
- Ability to work a flexible eight-hour shift according to operational needs, including weekends and holidays.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**Participants are expected to be comfortable with standing for long periods at a time. There are very few opportunities to sit down while working.

HOTEL HERSHEY - BARISTA:

The position is responsible for the serving of food and beverages at the Hotel Hershey.

JOB FUNCTIONS:

- Serves beverages and food orders and promotes the retail pastry sales and gift basket programs in a courteous, efficient and professional manner in accordance with The Hotel Hershey guidelines.
- Using and maintaining espresso machine.
- Knowing the complete Chef's Market food and beverage menu
- Ensuring the quality and appearance of coffee order presentation
- Taking phone calls
- Other duties as may be assigned.

ADDITIONAL QUALIFICATIONS:

- Retail experience preferred.
- Must represent property image in compliance with The Hotel Hershey standards.
- Must have the ability to properly speak, write and communicate English.
- Must have a positive attitude and exceptional guest service skills.
- Must be able to use the telephone properly and computer system.

WORKING CONDITIONS:

- Must be willing to work weekends, holidays and maintain a flexible schedule.
- Must be able to stand and walk for extended periods of time (length of shift).
- Must be able to lift up to 50 pounds. (22.7 kilograms) and must be able to bend and reach without restrictions.
- This is a union position, and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

*Excellent English is required.

*The use of cleaning chemicals is required in this role.

HOTEL HERSHEY - DOOR PERSON:

JOB DUTIES:

- Opening the main entrance doors for guests
- Greeting and directing guests

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- Assisting guests with their luggage during check-in/check-out
- Informing guests of travel conditions
- Assisting guests with road maps and directions to various attractions in the area
- Policing area around the main entrance and Hotel driveway to insure clean, neat appearance and reporting any maintenance or security issues
- Performing other duties as assigned.

ADDITIONAL QUALIFICATIONS:

- Previous guest service experience.
- Friendly, courteous, hospitable attitude required.

WORKING CONDITIONS:

- Physical requirements include standing for the entire shift; ability to open doors and push luggage carts carrying 25 pounds of luggage; and working in temperatures that fluctuate with the weather.
- Schedule requirements include an 8 hour shift between 7:00 a.m. and 11:30 p.m. Weekends and holidays required.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet schedule requirements which will most likely include weekend and evening hours.

*Excellent English is required

HOTEL HERSHEY - SWITCHBOARD OPERATOR:

This position is responsible for responding to all internal and external calls received through The Hotel Hershey's main switchboard.

The working schedule may include days, evenings, weekends, and holidays based on operational needs.

JOB DUTIES:

- Transferring calls to the appropriate destination
- Accepting requests for and placing wake-up calls at the designated times
- Accepting and delivering accurate messages
- Monitoring the heat/smoke detector panel
- Activating emergency response procedures when necessary
- Monitoring two-way radio communication with security/engineering and guest service staffs
- Handling and following up on evening calls for the Housekeeping Department
- Employing the paging system to locate staff

ADDITIONAL QUALIFICATIONS:

- Demonstrated courtesy, clarity of speech and good judgment.
- Proven employee/guest relations, communication, problem solving and organization skills.
- Basic keyboarding skills and ability to type 35 wpm.
- Ability to work with minimal supervision.
- Professional image representative of property image.

WORKING CONDITIONS:

- Physical requirements include sitting (up to 100% of the shift), hearing, speaking clearly and finger dexterity.
- Ability to work 2nd shift as required by business levels, including weekends and holidays.

*Excellent English is required

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HERSHEY COUNTRY CLUB - LIFEGUARD

Pool lifeguards ensure the safety of our guests at the Hershey Country Club while providing courteous, friendly, and professional assistance. This summer position is responsible for providing our guests with exceptional customer service, following proper uniform standards, maintaining cleanliness of work environment, and gaining knowledge of specific job duties.

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

- Overseeing and enforcing swimming pool and attraction rules and safety regulations.*
- Anticipating, recognizing, and responding to aquatic emergencies.*
- Monitoring equipment and supplies.*
- Maintaining work area and surrounding environment.*
- Lifeguards must maintain lifeguard and first aid skills at "test ready" level at all times.*
- Participate in weekly lifeguard in-service training.*
- Other job related duties as assigned.

QUALIFICATIONS:

- Must be at least 16 years of age or older
- Applicants must attend and complete the Ellis & Assoc. International Pool and Lifeguard Training Program provided and paid for by the Hershey Entertainment and Resorts properties.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be able to swim 100 yards using crawl or breaststroke without resting.
- Must be able to feet first surface dive and retrieve a 10 lb. brick from a minimum depth of 8 ft. (or deepest depth of the facility) and bring it to the surface.
- Must be able to tread water without using arms for 1 minute.
- Must be able to safely exit pool without use of stairs, ladders, or zero depth.
- Ability to handle stressful working conditions, emergencies, and to accept a high degree of accountability.
- Must be in good physical condition.
- Must have normal vision (20/25 or 20/25 corrected).
- Prior lifeguarding experience a plus, but not required.
- Must be friendly, upbeat, 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 Hershey Entertainment & Resorts.
- Must have the ability to safeguard confidential information.

JOB DEMANDS:

- Must be able to work flexible hours including days, evenings, weekends, and holidays.
- Must be able to work in combination of indoor and outdoor weather conditions.
- Schedule varies according to operational needs, but includes evenings, weekends, and holidays. Early shift may begin at 5:30 AM or 6:00 AM and the closing shift may end at 9:00 PM to 10:30 PM.
- Physical requirements include standing, bending, sitting, walking, and communicating.
- Additional physical requirements include complete mobility and good physical conditioning, good hearing and vision, and ability to tolerate heat and sunlight.
- Must be able to push, pull, and lift a minimum of 75 lbs.

NOTE FOR ALL POSITIONS:

Participants may have the opportunity to pick up additional shifts in the same, or another, department at The Hotel Hershey, Hershey Lodge, Hersheypark Camping Resort or Hershey Country Club. This is subject to restrictions (for example, non-union positions can only pick up shifts in other non-union positions, and union positions can only pick up shifts in other union positions). While working in another position, participants will receive the wage of the position they're picking up. Participants who elect to pick up additional shifts outside of their primary work schedule may be required to arrange their own transportation to and from work. Participants must also first work all available hours in their primary job first before being able to pick up additional hours in another department. Additional details provided

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upon request.

BELOW ARE THE APPROVED POSITIONS AT HERSHEY LODGE IN WHICH PARTICIPANTS MAY BE ELIGIBLE TO PICK UP SHIFTS. PLEASE SPEAK WITH YOUR SUPERVISOR OR HUMAN RESOURCES FOR ADDITIONAL DETAILS.

HERSHEY LODGE – HOUSEKEEPER

Wage: \$16.45/hour

This position is responsible for providing a clean, healthy, attractive environment in private and public guest areas of the Lodge

JOB FUNCTIONS:

- Responsible for providing a clean, healthy, attractive environment in private and public guest areas of the Lodge
- Cleaning the bathrooms which include bath tub, sink, commode, floor, tile and mirrors
- Placing fresh linen, glassware, paper products, in-house promotional material and guest-related material for each area
- Emptying wastebaskets
- Vacuuming rugs
- Dusting furniture and woodwork
- Cleaning windows and wall ornaments
- Changing bed linens daily; and giving rooms a neat and attractive appearance.
- Perform other duties as assigned.

ADDITIONAL QUALIFICATIONS:

- Customer service orientation and a well-groomed appearance
- Capable of working alone and being a self-starter
- Ability to understand instructions, both written and verbal
- Ability to give directions for the property

WORKING CONDITIONS:

- Constantly (67 – 100% of time)
- Stand, Walk, Reach forward, and Balance
- Frequently (34 – 66% of time)
- Lift (9 kilograms), Push (4.5 kilograms), Pull (4.5 kilograms), Stoop, Kneel, Crouch, Handle Objects, Grasp and Operate controls
- Occasionally (1 – 33%)
- Lift (22.7 kilograms), Carry (22.7 kilograms), Push (9 kilograms), Pull (9 kilograms), Climb Stairs, Reach Overhead, and Crawl.
- Schedule involves 8 to 4:30 PM Monday through Saturday; 9 to 5:30 PM Sunday; weekends and holidays required.
- Considerable walking, lifting and bending required.
- Proper footwear to be provided by employee.
- May be required to work in extremely hot or cold conditions.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

See examples of rooms at www.hersheylobby.com/accommodations

Participants will be using cleaning chemicals.

*Excellent English is required.

HERSHEY LODGE - HOUSEPERSON

Wage: \$14.86/hour

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This position is responsible for maintaining the public areas and offices of Hershey Lodge.

JOB FUNCTIONS:

- Vacuuming of all public areas, guestroom corridors, and office spaces
- Sweeping and mopping floors, vending areas, public stairwells and offices
- Maintaining and detailing all dining outlets, bathrooms, and locker areas (inclusive of employee areas)
- Extracting and shampooing of public areas, guest room and office carpets
- High and low dusting and polishing
- Collecting trash throughout guest public spaces and offices
- Moving and rearranging furniture
- Loading and unloading delivery trucks
- Delivering clean and dirty linens to and from sleeping floors, linen closets, and main staging areas
- Responding to guest requests and delivering amenities to guest rooms
- Performing heavy or out-of-reach work for housekeepers in guest rooms
- On occasion may be requested to strip linen and/or clean guest rooms
- Reporting any damaged or missing items, as well as reporting unsafe conditions
- Providing exceptional customer service to Lodge guests
- Performing all other duties as may be assigned within the scope of Houseperson

ADDITIONAL QUALIFICATIONS:

- Valid driver's license preferred
- Experience operating a scissor lift, extractor/shampooer, high/low speed floor buffer, and power washer, or willing and able to learn;
- Previous housekeeper or houseperson experience a plus;
- Ability to safely operate a company vehicle to transport trash to designated areas on property;
- Ability to multi-task;
- Ability to understand and comply with instructions, both written and verbal;
- Ability to work independently with limited supervision;
- Professional guest attitude, well groomed, and appearance in compliance with Lodge standards;
- Ability to give directions to property rooms/locations;
- Ability to safely use approved chemicals, meeting OSHA standards

WORKING CONDITIONS:

- While performing the duties of this job, the employee is required to:
- Constantly (67% - 100% of the time)
- Stand, walk and balance
- Frequently (34% - 66%)
- Lift up to 20 pounds, push up to 75 pounds, carry up to 9 kilograms, reach forward, reach overhead, stoop, kneel, crouch, handle objects, grasp and operate controls
- Occasionally (1% to 33%)
- Lift 22.7 kilograms, carry 22.7 kilograms, climb stairs, grasp firmly, and crawl.
- May be required to work in extreme hot or cold conditions;
- Proper footwear to be provided by employee;
- 2nd shift: 3:00 pm -11:00 am. Weekends and holidays required.
- Start times may be modified based on occupancy demands;
- Must be able to work daily and/or weekly overtime when necessary;
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet schedule requirements, which will include evenings, weekends and holidays

*Excellent English is required.

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HERSHEY LODGE – COCOA BEANERY, BARISTA:

Wage: \$12.48/hour

Participants working in this position will be working at the Cocoa Beanery. This position is responsible for serving beverage and food orders, of which most are coffee orders, to guests in a courteous, efficient and professional manner.

JOB FUNCTIONS:

- Greeting all guests
- Cashiering responsibilities including the handling of all money transactions, as well as credit card and rooms charges and knowledge of the P.O.S. system to properly ring in customers' orders and perform closing procedures
- Using and maintaining the espresso machine properly
- Being familiar with the entire Cocoa Beanery menu
- Handling the telephone in a professional manner
- Answering guest questions and offering suggestions
- Completing requisitions for the storeroom in order to receive supplies
- Handling guest complaints; and maintaining a clean and orderly work area.
- The ability to work in a fast-pace environment 70% of work shift
- The ability to multitask during work shift

Participants will be required to use cleaning chemicals.

ADDITIONAL QUALIFICATIONS:

- Must possess organizational skills.
- Must have the ability to properly speak and write English.
- Must have a positive attitude and exceptional guest service skills
- Must know how to answer and use the telephone.
- Must be able to cashier and closeout.
- Must be able to work independently without close supervision.

WORKING CONDITIONS:

- Standing, walking, bending, writing, pushing, lifting up to 22.7 kilograms, squatting, speaking clearly, memorizing, stocking and listening.
- Ability to determine the degree of safety, cleanliness, and quality of product we are offering to our guests.
- Must be willing to work weekends, holidays and maintain a flexible schedule.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*Excellent English is required.

HERSHEY LODGE – SERVER ASSISTANT:

Wage: \$13.80/hour

This position is responsible for maintaining a neat and orderly dining room and the guest service area at one of the following restaurants, which will be assigned upon arrival: Hershey Grill, The Forebay, Fire & Grain, The Bears' Den

Participants may also be required to work in the other 3 restaurants.

JOB FUNCTIONS:

- Pouring coffee, water/drinks when required
- Restocking dining tables
- Clearing, cleaning, and resetting tables
- Completing daily and weekly cleaning sheets
- Ensuring that condiments are amply supplied on the guest table prior to the guests taking their seats
- Performing food running and hosting duties as assigned
- Traying food orders and delivering them to the correct table number efficiently and accurately

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- Forwarding any guest concerns to the applicable wait staff person or supervisor and accomplishing other duties as assigned
- Using cleaning chemicals

ADDITIONAL QUALIFICATIONS:

- Must demonstrate an ability to work in an organized and efficient manner
- Must demonstrate an ability to work with limited supervision
- Must be able to effectively communicate with co-workers and staff
- Must present a clean and professional image

WORKING CONDITIONS:

- Must be able to work long hours and overtime - according to seniority which includes weekends and holidays
- Must be able to work on one's feet for long periods of time
- Must be able to stoop, bend, push and lift up to 18 kilograms
- Must work in a clean, efficient, and orderly manner
- Specific work hours can include breakfast, lunch, or dinner
- This is a union position, and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.
- The working schedule for this position includes shifts between the hours of 5AM-1AM
- The working schedule for this position may include days, evenings, weekends and holidays

*Excellent English is required.

HERSHEY LODDGE - LIFEGUARD:

Wage: \$15.00/hour

- Pool lifeguards ensure the safety of guests at Hershey Lodge while providing courteous, friendly, and professional assistance
- Applicants do not need to be previously certified lifeguards to apply; training for the position will be conducted by the Hershey Resort Properties through the International Pool and Lifeguard Training Program (Jeff Ellis & Associates). Applicants that are currently certified through American Red Cross or other Certification programs are eligible to apply.
- This is a position responsible for providing guests with exceptional customer service, following proper uniform standards, maintaining cleanliness of work environment, and gaining knowledge of specific job duties.

JOB FUNCTIONS:

- Overseeing and enforcing swimming pool and attraction rules and safety regulations.*
- Anticipating, recognizing, and responding to aquatic emergencies.*
- Monitoring equipment and supplies.*
- Maintaining work area and surrounding environment.*
- Lifeguards must maintain lifeguard and first aid skills at "test ready" level at all times.*
- Participate in weekly lifeguard in-service training.*
- Other job related duties as assigned

ADDITIONAL QUALIFICATIONS:

- Ability to handle stressful working conditions, emergencies, and to accept a high degree of accountability.
- Must be able to swim 100 yards using front crawl or breaststroke without resting.
- Must be able to feet first surface dive and retrieve a 4.5 kilogram brick from a minimum depth of 8 feet (or deepest depth of the facility) and bring it to the surface.
- Must be able to tread water without using arms for 1 minute.
- Must be able to safely exit pool without use of stairs, ladders, or zero depth.
- Must be in good physical condition.
- Must have normal vision. (20/25 or 20/25 corrected)
- Prior lifeguarding experience a plus, but not required.
- Must be friendly, upbeat, and work well with other employees and be able to interact with our guests.
- Must be able to speak, write, and understand English.

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- 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 days, weekends, and holidays
- Hours are from 7:00am-11:00pm
- Must be able to work in a combination of indoor and outdoor weather conditions.
- Physical requirements include standing, bending, sitting, walking, and communicating.
- Additional physical requirements include complete mobility and good physical conditioning, good hearing and vision, and ability to tolerate heat and sunlight.
- Must be able to push, pull, and lift a minimum of 34 kilograms.

If water attractions are closed due to unforeseen circumstances such as weather or accidents, participants will have the option to work as a Recreation Assistant to cover the hours that may be missed during their shift, but paid a Recreation Assistant rate of \$12.00/hr.

LIFEGUARDS MAY BE ABLE TO PICK UP ADDITIONAL HOURS AS HOSTS/CASHIERS, BUT WILL BE PAID AT A RATE OF \$14/HOUR. JOB DESCRIPTION BELOW:

JOB FUNCTIONS:

- Greet guests upon arrival in the restaurant and seat guests in accordance with their requests and server rotation
- Complete opening and closing procedures, including cash control and settlement of guest charges
- Coordinate reservations and seating charts, answer telephones; and oversee service, safety, and sanitation to ensure quality
- Respond to guests' questions, requests, and concerns
- Perform other duties as assigned

ADDITIONAL QUALIFICATIONS:

- Previous restaurant service experience preferred.
- Ability to operate point-of-sale computer and calculator.
- Proven employee/guest relations, communication, problem solving and organizational skills.
- Professional image representative of company image.
- Ability to perform mathematical calculations and handle cash.
- Strong interest and knowledge of the sporting world and its daily occurrences (Bear's Den).

WORKING CONDITIONS:

- Physical requirements include standing (up to 100% of shift), walking, bending, stooping, hearing, speaking and finger dexterity.
- The ability to communicate effectively in a loud environment.
- Ability to work a flexible eight-hour shift, breakfast, lunch, or dinner including weekends and holidays.

HERSHEY LODGE – CULINARY STAFF

Wage: \$16.15/hour

The Culinary Staff will be expected to work in all kitchen locations of Hershey Lodge.

JOB FUNCTIONS:

- Produce consistent food projects while following recipes with reduced supervision and direction from the chef's, while maintaining quality standards.
- Exhibits an advanced knowledge, understanding, and application of knife skills and cooking techniques.
- Identify and safely use all kitchen equipment.
- Properly label, date and rotate all products to ensure safekeeping and sanitation.
- Maintain an organized, clean, and sanitary/work area in accordance with Health Department/ ServSafe standards.
- Assist, train, and guide culinary interns and general cooks in daily tasks.
- Able to work multiple stations in your designated area, on your designated shift including but not limited to Garde

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Manager, A la Carte Hot Line, Banquets, etc.

-Perform other duties as assigned

ADDITIONAL QUALIFICATIONS:

-Knowledgeable of kitchen equipment, has good knife skills, and possesses a full tool kit.

-Knowledgeable of weights and measures, as well as basic math applications.

-Must be able to assist, train, and direct culinary interns and general cooks in daily tasks

-Skilled with a minimum of two cuisines. Examples may include but not limited to Asian, Italian, Classical, New American, and Mexican.

-Basic understanding and knowledge of inventory control, requisitions, and par levels.

WORKING CONDITIONS:

-Reaching Forward Constant (>67%)

-Lifting Frequent (34-66%) (22.7 kilograms maximum weight)

-Reaching Overhead Occasional (<33%)

-Finger Dexterity Constant (>67%)

-Hand/Eye Coordination Constant (>67%)

-Stooping Occasional (<33%)

-Bending Occasional (<33%)

-Standing Constant (>67%)

-Walking Frequent (34-66%)

-Additional physical requirements include repetitive elbow motions for chopping, repetitive write motions for stirring and chopping.

-Must have ability of taste buds to distinguish between and among flavors, spices, temperature, and mouth feel (smoothness, pungency, etc.) of food, and beverage.

-Must have ability of olfactory nerves to distinguish between and among odors and scents as to their appeal and level of intensity.

-Must be able to work in extreme temperatures.

-This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*Cleaning chemicals will be used in this position.

*Excellent English is required.

HERSHEY LODGE – KITCHEN CLEANER/DISHWASHER

Wage: \$16.15/hour

THIS POSITION IS STRENUOUS, AND WILL INVOLVE CLEANING DIRTY AREAS OF KITCHEN EQUIPMENT, EMPTYING AND SCRUBBING GARBAGE CONTAINERS, AND HEAVY LIFTING.

This position is responsible for maintaining cleanliness of all food service areas in the Hershey Lodge.

The working schedule for this position may include days, evenings, weekends and holidays based on operational needs.

JOB FUNCTIONS:

-Maintaining sanitation and cleanliness of all food service areas and equipment, including cleaning of food service kitchens and storeroom and locker areas

-Assisting food preparation whenever needed

-Cleaning, washing and storing all eating and drinking utensils, pots, pans, and other related items

-Cleaning all kitchen surfaces (floors, walls, ceilings, etc.); maintaining clean dishwasher and dishwashing areas

-Cleaning out the dish machine after every meal; stocking all service areas within the kitchen with glassware, silver, china, etc.; emptying and scrubbing garbage containers when necessary

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-Keeping garbage compactor area clean and neat; cleaning hood areas and screens above cooking areas, under the supervision of the Food Service Supervisor or Lead Persons.

ADDITIONAL QUALIFICATIONS:

- Friendliness and well groomed appearance a definite plus.
- Must be able to do physical work, and able to lift a maximum of 22.7 pounds.
- Must be able to read English.

WORKING CONDITIONS:

- Second shift start time varies between 4 PM, 5PM, and 6 PM, depending on operational needs.
- Must be able to work a flexible schedule, including weekends and holidays
- Proper footwear must be provided by employee.
- Work area subject to uncomfortable heat.
- This is a union position and the work schedule will be based on union seniority. Candidates must be able to meet scheduled requirements, which will most likely require evening and weekend hours.

*Cleaning chemicals will be used in this position.

*Excellent English is required.

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, one discrete piercing on the nose or tongue is permitted. All other visible body piercings are prohibited.
- 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.
- 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.

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”
 - ii. Greeting guests with a smile and meeting their needs as quickly as possible
- 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. Display civility

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2. TRANSPORTATION

- a. Transportation costs are included in rent. This covers transportation by the employer to and from work only.
- b. 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 before their scheduled start time. Participants may need to wait after their shift until the next bus is available.
- c. Sometimes buses will be late due to various reasons. If the bus is more than 10 minutes late, contact Hersheypark Security Dispatch to report the issue. If it is late picking up, participants are expected to call their department to let them know they will be late for work.
- d. Below is an EXAMPLE bus schedule for you reference. Please note this is NOT to be used during the 2025 season.

Depart Housing Location	Approx. Hershey Lodge	Approx. Hotel Hershey Drop Off
6:00 AM	6:30 AM	6:40 AM
7:00 AM	7:30 AM	7:40 AM
1:00 PM	1:30 PM	1:40 PM
3:30 PM	4:00 PM	4:10 PM

Hotel Hershey Departure	Lodge Departure	Approx. Housing Location Drop Off
4:10 PM	4:00 PM	4:40 PM
5:30 PM	5:40 PM	6:05 PM
9:30 PM	9:40 PM	10:05 PM
11:00 PM	11:10 PM	11:35 PM

3. HOURS AND WAGES

- a. All participants (except Lifeguard, Activities Assistant, Host, Switchboard Operator) hired into Union positions are represented by a bargaining agent for the purpose of collective bargaining in respect to rates of pay, wages, hours of employment, and other conditions of employment with a common purpose of providing a harmonious working environment. More information about the union is available to participants upon their arrival to Hershey.
- b. Shifts may be shortened due to inclement weather or varying business needs.

4. TERMINATION

- a. Reasons for immediate termination may include, but are not limited to:
 - i. Sleeping on the job
 - ii. Lifeguard: Using a cell phone/smart watch/iPod while clocked in
 - iii. Taking food or drink or purchasing food or drink while clocked in
 - iv. Leaving a job location without permission or walking off the job
 - v. Publicly announcing the location of a guest
 - vi. Theft (including taking items in "lost and found")
 - vii. Attendance issues (being late for work, or calling off from work several times)

5. 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. If a participant accumulates enough attendance points, they will lose their job.

6. PAY

- a. Participants will receive an employee ID card. It costs \$25 to replace if lost.
- b. Participants will not be paid for arrival orientation and paperwork processing at the housing location, as well as time spent with banking and social security during their onboarding. However, orientation and trainings with each department and property will be paid.
- c. Participants will be set up with a bank account upon arrival. More information will be provided upon arrival. Should a participant have an existing bank account they would like to use, that option will be available to them upon

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request.

d. 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 paper checks.

e. 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 and 2) Fulfill all rent payment obligations.

7. HOUSING INFORMATION

a. 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.

b. The rent payment is a flat fee per week and will not be adjusted for partial weeks regardless of check in or out date.

9. ARRIVAL INFORMATION

a. Participants must arrive the MONDAY, before their DS-2019 start date unless their start date falls on Thursday-Sunday. If their start date falls on any day from Thursday-Sunday, they must arrive the following MONDAY. 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 23, 2025. If a participant arrives after June 23, 2025, it is very likely that their job offer will be rescinded and they will not be able to work for HE&R.

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. I-94
- v. Original Social Security Card (if already worked in US)

10. 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.

11. 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

Greenheart Exchange

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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.

12. 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>.

b. There are many opportunities to volunteer in the Hershey, PA area. Below is a list of local volunteer organizations:

i. Cocoa Packs - This organization helps fight childhood hunger by providing food and support to local children. <https://cocoapacks.org/volunteer/>

ii. Hershey Food Bank - The Hershey Food Bank provides food and assistance to those in the area. <https://cocoapacks.org/volunteer/>

iii. Central PA Food Bank - The Central PA Food Bank focuses on fighting hunger and strengthening the community. <https://www.centralpafoodbank.org/givetime/>

iv. Salvation Army - The Salvation Army provides diverse programs, including but not limited too, assistance, mentoring, food pantry assistance, and more. https://pa.salvationarmy.org/harrisburg-pa/Volunteer_Opportunities

v. Vista School - The Vista School provides integrated special education and behavioral health services for students ages 5-21. <https://vistaautismservices.org/support-vista/community-partnerships/>

vi. Ronald McDonald House - The Ronald McDonald House provides housing and meals to family's who have children being treated at the Hershey Medical Center. <https://www.rmhc-centralpa.org/volunteer/>

Please feel free to attach any other additional information.