



# Greenheart

## Work and Travel Program - Employer Information W\_T-Summer 2025

Central Amusement Intl Inc- Luna Park, Brooklyn, NY  
January 15, 2025

### Employer Information

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<b>Company Name:</b> Central Amusement Intl Inc- Luna Park	<b>Website:</b> www.lunaparknyc.com
<b># of Employees:</b> 800	<b>Phone Number:</b> 718-373-5862
<b>Industry Name:</b> Amusement Park/Theme Park/Water Park	<b>Fax Number:</b> 973-334-6880
<b>Primary Address:</b> 1000 SURF AVE Brooklyn, NY 11224	<b>Email Address:</b> hr@lunaparknyc.com
<b>Billing Address:</b> 49 Fanny Rd Boonton, NJ 07005	<b>Status:</b> Approved
<b>Site of Activity:</b> Luna Park in Coney Island 1000 SURF AVE Brooklyn, NY 11224	<b>Contact Name:</b> Fatima Alonzo
	<b>Contact Title:</b> Senior HR Generalist
	<b>Alternate Contact:</b> Ebony Williams
	<b>Alternate Title:</b> HR Coordinator
	<b>Alternate Phone:</b> 718-573-5862
	<b>Hiring Manager Email:</b> hr@lunaparknyc.com
	<b>Participant Supervisor</b>
	<b>Email:</b> hr@lunaparknyc.com
	<b>FEIN:</b> 83-0676097
<b>Workers</b>	<b>Policy #:</b> WCP000608700
<b>Comp</b>	<b>Carrier:</b> T.H.E. Insurance Company

### Available Jobs: Descriptions and Wages

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Will you accept participants with all start and end dates? Yes:  No:

Earliest Start Date:	Latest Start Date:	Earliest End Date:	Latest End Date:	#Students:
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Greenheart Exchange

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

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Last Updated: 3/9/2010

Central Amusement Intl Inc– Luna Park, Brooklyn, NY

5/1/2025                      6/30/2025                      **January 15, 2025**                      9/1/2025                      10/15/2025                      280

**Hours:** Average hours/week: 32                      Average number of 5 days/week:  
**Pay Range:** High: \$16.50/per hour                      Low: \$16.50/per hour  
**Overtime:** Overtime available: Sometimes                      Overtime hourly rate: 24.75  
**Meals:** Are Meals Provided?: No                      Explain: Not applicable  
**English:** Level requirement: Great

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

**Please Explain:** The Park opens for the full week in May. Participants can expect the majority of hours will be throughout July and August.

As listed; participants will be consistently scheduled to receive the stated average of 32 hours of work per week. As business needs and weather allows, participants may be scheduled for 32 or more hours per week, however this is not common. Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

The full season ends on Labor Day and the park is only open weekends after this date [09/01/2025]. Participants will not work full-time hours after September 1. The latest date that participants are able to work at Luna Park will be October 30, 2025 or whatever their DS-2019 End Date is.

The park schedule will be updated by February for the summer season and can be found here: <https://lunaparknyc.com/plan/park-hours/>

**How often do you pay employees?** Weekly

**Is job training required?**  Yes  No  
 If yes, how long is it? 1-2 Week

**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? 5

**Can participants work a second job?**  Yes  No

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

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

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**Job Type:** Ride Operator

**Job Description:** Ride Operations Associates are responsible for the safe operation of the rides and attractions at Luna Park.

The main job duties and responsibilities include:

- \*Testing all equipment daily before opening the ride
- \*Enforcing ride restrictions and recommendations to ensure safe operation
- \*Informing guests about the ride and its safety procedures
- \*Assisting guests with boarding and exiting the ride, particularly small children or guests with a disability.
- \*Checking safety restraints and ensuring they are correctly secured before ride is in motion
- \*Maintaining cleanliness of the ride and work areas
- \*Providing excellent customer service to guests and coworkers
- \*Following all company policies and procedures
- \*Other duties as assigned

Job Specifications:

- \*Able to work in all weather conditions, including heat and rain
- \*Able to communicate in English
- \*Able to read and write English
- \*Basic math skills
- \*Be on time for each shift
- \*Respect superiors and coworkers
- \*It is important to keep a positive and friendly attitude when participants are working since they are in the view of the guests at all times

Participants may also work some hours in Park Services. In Park Services, participants are responsible for the daily cleaning of Luna Park. This includes duties such as cleaning buildings and bathrooms, cleaning toilets, removing debris, keeping Luna Park property neat and tidy, cleaning rides, emptying trash receptacles, and replacing the lining of the trash cans. Participants may use cleaning chemicals.

Advanced intermediate to proficient English required for this position.

**Internal Job Type:** Seasonal Ride Operator Team Member

**No Students being hired:** 180

**Age requirement:** None

**Wage:** 16.50/per hour

*Details:*

**Dress Code:** Uniform

A uniform shirt will be provided for free. Participants must bring their own khaki (tan or light brown) pants (No Cargo pants with side pants pockets) and comfortable sneakers that are either black or white.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

**Job Type:** Food Service Worker

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**Job Description:** Food and Beverage Associates are responsible for providing food and beverage service to Luna Park's guests. Participants may work as food station attendants, cashiers, cooks, popcorn cart attendants, or ice cream shop attendants within the park. The job duties are the same regardless of station assignment.

The main job duties and responsibilities include:

- \*Providing excellent customer service to guests and coworkers
- \*Maintaining guest satisfaction while ensuring the dining areas are clean, stocked, and organized.
- \*Understanding the impact that good service, high quality products, and the cleanliness of the facility and surroundings has on Luna Park's guests
- \*Maintaining sanitation, health, and safety standards in work areas
- \*Preparing food products according to recipe specifications
- \*Verifying that prepared food meets requirements for quality and quantity
- \*Rotating product stock to maintain freshness standards
- \*Cleaning and maintaining the cooking equipment and station area
- \*Taking money in the form of cash or credit
- \*Being ready to identify and resolve guest requests
- \*Following all policies and procedures
- \*Other duties as assigned

Job Specifications:

- \*Able to work in all weather conditions, including heat and rain
- \*Able to handle pork products
- \*Excellent English skills
- \*Basic math skills
- \*Be on time for each shift
- \*Respect superiors and coworkers
- \*It is important to keep a positive and friendly attitude when participants are working since they are in the view of the guests at all times.

Participants may also work some hours in Park Services. In Park Services, participants are responsible for the daily cleaning of Luna Park. This includes duties such as cleaning buildings and bathrooms, cleaning toilets, removing debris, keeping Luna Park property neat and tidy, emptying trash receptacles, and replacing the lining of the trash cans. Participants may use cleaning chemicals.

Great English required for this position.

**Internal Job Type:** Seasonal Food and Beverage Team Member

**No Students being hired:** 60

**Age requirement:** None

**Wage:** 16.50/per hour

*Details:*

**Dress Code:** Uniform

A uniform shirt will be provided for free. Participants must wear their own black khaki pants (No stretch pants, no cargo pants and No Jeans) and comfortable sneakers that are either black or white.

Requirements:

*Non-smoker:*

*Lifeguard Certified:*

*Ski:*

*CPR Certified:*

*Swimmer:*

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**Job Type:** Park Attendant

**Job Description:** Job Duties and Responsibilities:

Pick up litter and clean assigned areas with provided cleaning supplies  
 Empty and dispose of trash and maintain cleanliness of containers  
 Sweep restroom areas and restock necessary supplies  
 Sweep and clean paths and grounds throughout the park  
 Monitor guests visiting the park and report problems or rule infractions  
 Provide excellent customer service to guest and coworkers  
 Follow all company policies and procedures  
 Follow procedures for the use of chemical cleaners and power equipment in order to prevent damage to property.  
 Carry out instructions given by the management team and head office  
 Coordinates activities by scheduling work assignments and setting priorities  
 Maintain records, prepare reports, and compose work-related correspondence  
 Determine materials, supplies, and equipment needs.  
 Assist Managers with the job duties as needed and discussed.

Includes key functions, such as water the plants and trees, keep them in good condition, pruning, when necessary, remove trash from planters and flower beds, keep planters in condition, removing weeds throughout the property, keeping internal areas of rides clean, keep flags and banners in a good condition throughout the property, remove graffiti and stickers, remove puddles with squeegees to keep the park floor in a safe condition for the staff and guests

Advanced intermediate and proficient English required.

**Internal Job Type:** Seasonal Park Services Team Members

**No Students being hired:** 10

**Age requirement:** None

**Wage:** 16.50/per hour

*Details:*

**Dress Code:** Uniform

A uniform shirt will be provided for free. Participants must bring their own blue khaki pants (No jeans, No cargo pants, no short shorts) and comfortable sneakers that are either black or white.

Requirements:

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

*Lifeguard Certified:*   
*CPR Certified:*

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**Job Type:** Cashier

- Job Description:**
- Embrace a warm and friendly attitude, ensuring every customer feels welcomed and appreciated.
  - Take charge of greeting guests with a smile, and handling orders and requests.
  - Ability to process payments with detail and minimal errors and follow cash-handling procedures diligently.
  - Provide current park information to our guests and knowledgeable on ticket structure and pricing, coupons, promotions, opening and closing times, park rules, park policies, park procedures, park amenities, etc.
  - Responsible for working in various locations within the -park and must be knowledgeable in all assigned workstations.
  - Master computerized cash registers to ensure smooth and accurate sales transactions.
  - Collaborate with others and lend a helping hand when needed and as advised by supervisors and/or managers.
  - Be proactive in identifying and resolving customer requests, creating a positive and seamless experience.
  - Use effective sales techniques to increase sales transactions and contribute to the overall success of the team.
  - Maintain impeccable cleanliness and organization in your work area, upholding our commitment to a tidy and inviting environment.
  - Uphold the highest standards by following all CAI policies and procedures, ensuring a safe and enjoyable experience for everyone. Friendly and approachable demeanor with excellent communication skills.
  - Ability to engage with guests and create a positive, memorable experience.
  - Basic math skills for handling transactions and providing change.
  - Sales-oriented mindset with the ability to upsell products.
  - Flexibility to work independently and/or as part of a team.
  - Availability to work various shifts, weekends, holidays, and evenings as needed.
  - Physical stamina for standing and moving throughout the shift.
  - Must be outgoing, friendly, courteous, and honest.
  - Able to work in all weather conditions.

Language Level required for this position: Excellent

**Internal Job Type:** Seasonal Ticketing Team Member

**No Students being hired:** 30

**Age requirement:** None

**Wage:** 16.50/per hour

*Details:*

**Dress Code:** Uniform

A uniform shirt will be provided for free. Participants must bring their own khaki (tan or light brown) pants (No Cargo pants with side pants pockets) and comfortable sneakers that are either black or white.

Requirements:

*Non-smoker:*

*Lifeguard Certified:*

*Ski:*

*CPR Certified:*

*Swimmer:*

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

Participants receive 2 free entrance wristbands to the park each month with no rollover of wristbands and 20% off all purchases in the park at any time.

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

**Are you willing to take student to the SSA office?:** No

**SSA office details:**

The closest SSA card service center is located about 10 miles from Luna Park in Coney Island:  
Brooklyn Social Security Card Center  
154 Pierrepont St  
6th Floor  
Brooklyn, NY 11201

Office business hours:  
Monday 7AM–4PM  
Tuesday 7AM–4PM  
Wednesday 7AM–4PM  
Thursday 7AM–4PM  
Friday 7AM–4PM  
Saturday Closed  
Sunday Closed

Participants will need to take public transportation to the center from their housing. On the MTA a one way fare is \$2.90.

Participants must bring their SSA application receipt to the Luna Park in Coney Island HR office as soon as possible. Participants are welcome to use the Luna Park in Coney Island address on the application. Previous participants have moved housing locations and it has caused serious complications with receiving their social security cards in a timely manner. The HR staff will give the Social Security card to the participant as soon as it arrives.

## Participant Requirements

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

Commitment to Excellence  
Reliable  
Hardworking

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

Participants must be able to bring the following documents upon arrival to onboarding day presented to HR: A photocopy of J-1 visa, photocopy of passport, DS-2019 form and I-94 admissions number. Participants are required to bring a copy of their receipt from the Social Security application as soon as possible. Participants should bring their Social Security cards to the HR office as soon as it is received. This must be completed as soon as possible. The HR office will make photocopies of these documents and return them to the participants immediately.

Participants will be assigned specific orientation dates upon hiring. Participants may not begin working until orientation is completed. Participants may not work 32 hours during orientation week, but will still maintain an average of 32 hours throughout their program.

Couples and groups of friends are welcome to apply but hired participants may not be scheduled for the same shifts or be granted the same days off. Participants should be aware of this before applying.

**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](#)

## Housing Options

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*You do NOT provide housing*

**Sex:**

**What is the typical MONTHLY RANGE that an individual pays for housing in your area?**

\$600-\$800 per participant

**Do you provide temporary housing upon the student's arrival?** No

**If so, what is the maximum amount of time students can stay there?** Not Applicable

**Please indicate assistance to locate housing (including websites, references, etc.):**



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**Housing Name:** Hostelling International

**Address:** 891 Amsterdam Ave

**Email Address:** NewYork@hiousa.org

**Phone Number:** 212-932-2300

**Contact Name:**

**City, State, Zip:** New York, NY 10025

**Website:** Hinewyork.org

**Notes:** Temporary housing while participants locate seasonal housing. Rates start at \$51 per night. Participants are able to make group reservations through the website, which may reduce the cost. Potential group rates and services apply to groups of 10 or more participants. The largest hostel in the Americas, vacancies will vary greatly from night to night.  
Number of beds available: Typically at least 30 beds available each night, depending on the season.  
This information was verified on 10/8/2024.  
It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure the housing is confirmed.

**Housing Name:** Karma Hostel

**Address:** 36 West 106th Street

**Email Address:** Not available

**Phone Number:** 646-438-9222

**Contact Name:** Manager

**City, State, Zip:** New York, NY 10025

**Website:** <https://jazzonthehostel.com>

**Notes:** Temporary housing while participants locate seasonal housing. Rates start at \$85 per night for dorm room style. The hostel can accommodate single travelers and groups with 3-8 people. Maximum stay at the hostel is 14 days per year. Vacancy varies, hostel has around 100 rooms total, with rooms accommodating different number of guests.  
Number of beds available: Typically at least 15 beds available each night. This information was verified on 10/8/2024. It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure housing is available.

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<b>Housing Name:</b> YMCA West Side Y	<b>Contact Name:</b> Lauren DeMarco
<b>Address:</b> 5 W 63rd St	<b>City, State, Zip:</b> New York, NY 10023
<b>Email Address:</b> RSCgroups@ymcanyc.org	<b>Website:</b> <a href="https://ymcanyc.org/locations/west-side-ymca/">https://ymcanyc.org/locations/west-side-ymca/</a>
<b>Phone Number:</b> 212-912-2620	<b>Notes:</b> Full Website: <a href="https://ymcanyc.org/locations/west-side-ymca/guest-rooms">https://ymcanyc.org/locations/west-side-ymca/guest-rooms</a>

YMCA has many locations which can offer temporary housing for participants: Vanderbilt, West Side, Harlem, Flushing, Greenpoint.

Temporary housing while participants locate seasonal housing. Approximately \$80 -90 or more per room per night, depending on room style and number of people per room. For example, a triple room for 9 nights was quoted at \$1,222 or \$46 per night per person.

Can accommodate up to 30 people on a normal night. Number of beds available: Typically at least 5 beds available each night. This information was verified on 10/8/2024. It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure the housing is confirmed.

These leads are intended for short term stays while participants find their own apartment using rental listing websites.

**Participant Travel to Business**

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Participant should contact you:	Upon boarding: <input checked="" type="checkbox"/>	Upon arrival: <input checked="" type="checkbox"/>
Employer's Emergency phone number:	718-373-5862	
	HR line	

**Greenheart Exchange**

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**PLANE**

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

**Arrival to (city, airport):** New York (JFK) or (LGA)

**Preferred Arrival Time:** No Preference

**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?** 20 miles

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

Participants should travel directly to their prearranged housing from the airport.

Participants must contact the employer (HR@lunaparknyc.com) and provide their travel plans at least two weeks before leaving their home country. Participants should plan to arrive in advance of their scheduled orientation date. Participants should research the specific travel instructions before departing their home countries, in case WiFi is not available upon arrival to the USA. The employer is willing to help participants plan their travel route from the airport. Participants should contact the employer to confirm they have arrived safely and to confirm the date they will be reporting to Luna Park.

Participants can also fly into LaGuardia Airport (LGA), however John F. Kennedy International Airport (JFK) is much more convenient.

Transport from JFK airport: Participants can take the subway to their housing for approximately \$6. See following link for subway information.

[https://www.nycsubway.org/wiki/New\\_York\\_City\\_Subway\\_Route\\_Map\\_by\\_SPU](https://www.nycsubway.org/wiki/New_York_City_Subway_Route_Map_by_SPU)  
New York public transportation is operated by MTA.

Transport from LGA airport: Public transportation to the city center via bus is available for approximately \$12 and can be purchased upon arrival or in advance.  
<https://laguardiaairport.com/to-from-airport/public-transportation>

Participants can also take a taxi from the airport to their prearranged housing. Participants should expect a taxi ride to Brooklyn to cost between \$50 and \$80. Participants should ignore offers of transportation from solicitors in the terminal. Soliciting of ground transportation in the airport is illegal and many illegal solicitors are unlicensed and uninsured. Participants should head directly for the taxi stand located outside each terminal for safe and legitimate transportation. Participants should also ignore non-uniformed people offering to assist with baggage and only seek out uniformed porters or airport employees for baggage assistance.

## 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?** Large City Neighborhood of New York City

**Please provide a brief description of your community:**

**Central Amusement Intl Inc– Luna Park, Brooklyn, NY**

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New York City consists of five boroughs, each of which is a separate county of the State of New York. The five boroughs (Brooklyn, Queens, Manhattan, The Bronx, and Staten Island) were consolidated into a single city in 1898. Luna Park in Coney Island is located in the world famous Brooklyn borough of New York City. The Brooklyn neighborhood is an urban, largely African American and Hispanic community on the water. Just a subway ride from Manhattan, Brooklyn has grown into a young-peoples' part of town over the past decade. Luna Park at Coney Island is a famous summer destination for New Yorkers enjoying a day out and tourists visiting the city.

Participants will be living and working in a crowded, diverse, vibrant, busy, big city atmosphere! New York City is the most populous city in the United States, with a population of over 8.5 million.

For general info on NYC, participants can visit <http://www.nycgo.com/>

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

Participants should bring clothing for hot and rainy weather, as well as comfortable walking sneaker shoes for work and to explore the city.

**What are the seasonal temperatures?**

**Spring:** 35 - 70 degrees F

**Summer:** 65 - 90 degrees F

**Fall:** 50 - 75 degrees F

**Winter:** 25 - 55 degrees F

**What is near work?**

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

**Indicate other nearby activities:**

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There are many popular destinations in New York City including the Empire State Building, the Statue of Liberty, Ellis Island, Broadway theater productions, museums such as the Metropolitan Museum of Art, green spaces such as Central Park and Washington Square Park, Rockefeller Center, Times Square, luxury shopping along Fifth and Madison Avenues, the Tribeca Film Festival, the Bronx Zoo, Coney Island, the New York Botanical Garden, and baseball games (Yankees and Mets).

These attractions are all easily accessible by public transit. New York public transportation is operated by MTA (Metropolitan Transit Authority). Subway and local bus fare is \$2.90 per ride. Many more details can be found listed on the MTA website: <https://new.mta.info/agency/new-york-city-transit>

**List of interesting area websites:**

<https://lunaparknyc.com/>  
<https://www.coneyisland.com/home>  
<http://en.wikipedia.org/wiki/Brooklyn>  
[http://en.wikipedia.org/wiki/Coney\\_Island](http://en.wikipedia.org/wiki/Coney_Island)  
<http://www.coneyislandfunguide.com/>  
<https://www.nyctourism.com/>  
<http://www.travelandleisure.com/travel-guide/new-york-city>  
<https://www.bklynlibrary.org/locations/coney-island>

**Is there wireless internet available?**

Yes, wireless internet is available in many cafes and restaurants around town as long as participants have their own web enabled devices. Participants should expect to purchase an item to use these services.

Brooklyn Public Library provides free wireless Internet access to library users with appropriately equipped and configured laptop computers. Wireless Internet access is available at the Central Library and all branch libraries. Computers with Internet access are also available for use for free by library users.

Brooklyn Public Library  
1901 Mermaid Avenue  
Brooklyn, NY 11224  
<https://www.bklynlibrary.org/locations/coney-island>

**Additional Comments:**

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**HOUSING NOTE:**

In New York City, it is incredibly common to commute for 45 -75 minutes between home and work. All participants are encourage to evaluate the distance to work before committing to their housing lease.

New York public transportation is operated by MTA. Subway and Local Bus Fare is \$2.90 per ride.

Many more details can be found listed on the MTA website: <https://new.mta.info/agency/new-york-city-transit>

Leads listed in the "Housing" section are intended for short term stays while participants find their own apartments.

Participants should review the housing resources here for more information on housing offered by New York

University:

<https://www.nyu.edu/students/student-information-and-resources/housing-and-dining.html/offcampus/resources/links>

More housing leads available upon request.

Additional temporary housing leads:

- Educational Housing Services

Participants must bring originals and copies of passport and visa, DS-2019 form, and job agreement to the HR office during assigned orientation date. Participants will be required to arrive to Luna Park In Coney Island on assigned orientation dates. Orientation date will be assigned after the interview process and once they have been approved to work with us.

**Scheduling Note:**

As listed; participants will be consistently scheduled to receive the stated average of 32 hours of work per week. As business needs and weather allows, participants may be scheduled for 32 or more hours per week, however this is not common. Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Participants must honor the job agreement contract and show up to work for all scheduled shifts. If participants do not show up for a scheduled shift and did not follow the attendance policy, participant's employment will be terminated.

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

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>. 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.

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>.

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

**Greenheart Exchange**

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

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