



Greenheart

Work and Travel Program - Employer Information W_T-Summer 2025

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX
March 11, 2025

Employer Information

| | |
|---|---|
| Company Name: KR Acquisitions LLC dba Kalahari Resort - TX | Website: www.kalahariresorts.com/texas/ |
| # of Employees: 1200 | Phone Number: 1-877-525-2427 |
| Industry Name: Amusement Park/Theme Park/Water Park | Fax Number: Not applicable |
| Primary Address: 3001 KALAHARI BLVD Round Rock, TX 78665 | Email Address: rcanales@kalahariresorts.com |
| Billing Address: PO Box 590 Wisconsin Dells, WI 53965 | Status: Approved |
| Site of Activity: Kalahari Resorts & Conventions - TX 3001 KALAHARI BLVD Round Rock, TX 78665 | Contact Name: Ricky Canales |
| | Contact Title: Human Resources Director, Round Rock |
| | Alternate Contact: Tiffany Boardman |
| | Alternate Title: HR Manager- VISA Programs & Employee Housing |
| | Alternate Phone: 608-254-5466 ext 43676 |
| | Hiring Manager Email: tboardman@kalahariresorts.com |
| | Participant Supervisor |
| | Email: rcanales@kalahariresorts.com |
| | FEIN: 47-3397334 |
| Workers Comp | Policy #: ILR 1400023061 |
| | Carrier: Accident Fund Insurance Company of America |

March 11, 2025

Available Jobs: Descriptions and Wages

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: |
|----------------------|--------------------|--------------------|------------------|------------|
| 5/1/2025 | 6/30/2025 | 8/15/2025 | 10/1/2025 | 15 |

Hours: Average hours/week: 32

Average number of 5-6 days/week:

Pay Range: High: \$13.50/per hour

Low: \$13.00/per hour

Overtime: Overtime available: Sometimes

Overtime hourly rate: 1.5 X Normal rate.
Overtime is offered but not guaranteed

Meals: Are Meals Provided?: Yes

Explain: All employees get to enjoy the Associate Dining Room on days they are working. The cost per meal is between \$1.50 - \$4.75. Details will be outlined during training.

English: Level requirement: Great

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

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

Please Explain: The employer is open to all start and end dates during the dates. Business is busy throughout the summer, with less business in May. The employer expects participants to work through their DS-2019 Form dates.

How often do you pay employees?

Twice a month

Is job training required?

☒ Yes ☐ No

If yes, how long is it?

About a week or less (depends on job)

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 limit

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!

Job Type: Lifeguard

Greenheart Exchange

2 of 30

Greenheart Exchange, 746 North LaSalle, Chicago, IL 60654 USA

Last Updated: 3/9/2010

Tel: 312.944.2544 | Fax: 312-577-0692 | Website: www.greenheart.org | Email: employer@greenheart.org

March 11, 2025

Job Description: Language Level required for this position: Excellent

Participant will attend lifeguard certification upon arrival and be placed in either of the lifeguard positions based on individual skill and company need.

For recruitment, poolside swim test of 100 meters should be completed within a 5-minute time limit.

Upon arrival at resort, certification for a 300 meter swim test will take place with no specified completion time. If participant has doubt about being able to complete the 300 meter swim test, they should NOT select position.

Lifeguards must obtain Lifeguard Certification through StarGuard upon arrival.

Failure to pass certification class will result in loss of job

Lifeguard - Shallow:

Shallow water lifeguards will be responsible for maintaining and monitoring the safety of guests in and around the shallower water (any water area, 5 feet or under) areas of the waterpark. In addition, student will be required to:

- Interact with guests in a friendly and welcoming manner
- Provide exceptional guest service in order to enhance the guest experience in the water park.
- Provide general assistance to guests, including answering questions about the resort
- Work with fellow team members to provide guests with a fun and safe experience.
- Monitoring the well-being of guests and responding to emergency situations both in and out of a waterpark area.
- Throughout their shift, Lifeguards are also expected to play an important role in keeping the resort clean and comfortable.

Long periods of standing are required.

Please see full description and additional information in the "Additional Comments" section of this Agreement.

Internal Job Type: Lifeguard

No Students being hired: 10

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

March 11, 2025

Uniforms will be purchased through the Resort and deducted from paycheck; split evenly, over 2 pay periods
Females may bring a one-piece bathing suit to wear as a part of your training.
All Lifeguards are to required to wear the Uniform T-shirt and black shorts and other issued items.
Lifeguard uniform cost range from \$70-100 USD.

Lifeguards are responsible for providing their own footwear: water-shoes, crocs or other water sandal with a back are recommended.
These may be purchased in your home country or upon arrival to the U.S. at discount retailer such as Wal-Mart (www.walmart.com).

NOTE:
Training consists of:
Customer service and hospitality training all waterpark attendants will receive. Host Company Orientation is 2-4 hours and is paid.

The lifeguard certification class is a 3 part class covering life saving techniques, written, verbal and swimming tests.
Hours spent in four-day certification class are paid.
Class length is typically 8 hours each day.

Requirements:

Non-smoker:

Ski:

Swimmer:

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Lifeguard Certified:

CPR Certified:

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Job Type:

Housekeeper

Job Description:

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Language Level required for this position: Great

Housekeepers are responsible for cleaning and maintaining guest rooms and property common areas, including suites, company break room, meeting room and laundry facilities. Participants will also be expected to act in a public relations capacity by providing information and assistance to the guests.

Participants will be assigned to clean a variety of single-room and multi-room suites at the resort. Rooms may sleep up to 12 people, depending on their size. Single-room units have beds with a small refrigerator and microwave. Multi-room units have bedrooms, separate bathrooms with shower facilities, a kitchen, and a living space, all of which the participants will be responsible for cleaning. Participants can view sample photos of all accommodations at: www.kalahariresorts.com/texas/accommodations

Job duties include:

- Greeting guests with a smile
 - Maintaining a well-groomed appearance and professional demeanor
 - Gathering and removing garbage
 - Following and complying with cleaning procedures as trained
- NOTE: Time is allowed/scheduled per cleaning room; this is based on the size and features of the room
- Following cleaning checklists for daily, weekly, and monthly maintenance
 - Adhering to established federal and state safety regulations and guidelines in the operation and storage of various equipment, tools, and chemicals
 - Ensuring the safety of fellow staff and resort guests
 - Reporting customer problems, requests, or complaints and reporting any property damage immediately to staff supervisors

- * Housekeepers will be coming into contact with and using cleaning chemicals.
- * Participants will be assigned to work on evenings and weekends.
- * Participants are required to attend monthly team meetings.

Internal Job Type: Room Attendant

No Students being hired: 5

Age requirement: None

Wage: 13.50/per hour

Details:

Dress Code: Uniform

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5 of 30
Last Updated: 3/9/2010

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Uniform for this job includes a Kalahari Uniform Shirt; cost ranging from \$25 to \$50. Participants should bring their own casual black pants and comfortable, closed-toed black shoes are required. Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have a question about what is suitable.

Additional Information:
Uniform costs will vary, depending on what is needed.

Uniforms are Payroll Deducted.
If Uniform cost is over \$26.00, the cost will be split evenly, over 2 pay periods. Uniform costs of \$26 and under will be deducted from Payroll at one time.
Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Requirements:

Non-smoker:

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Lifeguard Certified:

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☐

Ski:

CPR Certified:

Swimmer:

Job Type: Customer Service

Job Description:

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6 of 30
Last Updated: 3/9/2010

March 11, 2025

Language Level required for this position: Great

Theme Park Attendants will monitor rides, games and areas throughout the Waterpark, ensure cleanliness of the Theme Park and interact with guests.

This is a physical demanding job that requires someone who is motivated and willing to work hard and provide outstanding Guest Service.

Participants should be able to work independently and follow directions from the manager.

Theme Park Attendants must have strong customer service ability, ability to stand on their feet for long periods of time, ability to work with cleaning chemicals, and the ability to communicate with guests on a frequent basis.

Skills Required:

*Great English skills required.

*Ability to stand on feet for long periods of time

* Ability to provide outstanding guest service

* Participants will be assigned to work at times on evenings and weekends.

Internal Job Type: Theme Park Worker

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

Uniform for this job includes a Kalahari Uniform Shirt; cost ranging from \$50 to \$90. Participants should bring their own casual black pants and comfortable, closed-toed black shoes are required. Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have a question about what is suitable.

Additional Information:
Uniform costs will vary, depending on what is needed.

Uniforms are Payroll Deducted.
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Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Attendant

Job Description: Language Level required for this position: Great

DUTIES AND RESPONSIBILITIES:

- Ensure safety of all guests in the indoor and outdoor areas.
- Assure that our guests have a pleasant and safe stay in the water park by keeping the water park in good mechanical operating order and reporting maintenance issues to water park manager.
- Maintain excellent employee relations with all members of the water park staff.
- Provide customer service that exceeds guest's expectations.
- Daily startup and closure procedures of water park attractions, indoor and outdoor, including trash removal, towel collection, equipment, tubes, and lost and found.
- Assure water park is in a clean and in working order.
- Implement and communicate plans and changes made by resort management.
- Assist in EAP as directed by the water park manager.
- Manage guest complaints and problems.
- Participate in regular meetings of all water park personnel.
- Attend in-service meetings as scheduled by water park manager with a minimum of 4 hours per month.
- Provide fellow staff members with breaks as needed.
- Assist staff with after hour water park parties.
- Report all incidents and accidents to a water park manager on duty.
- Other duties as assigned.

Within the Waterpark team, participants can be placed in one of the following roles; additional duties noted:

Slide Attendant

- Must attend and pass the Slide Attendant Course.
- Slide Attendant must know all whistle and hand signals, as well as how to stop an attraction, and notify the Lifeguard Supervisors that the attraction is down, or that a guest/guests need assistance.
- NOTE: Lifeguard certification is not necessary

Waterpark Keeper

- Understand operating instructions, hazardous material warnings, and maintain all cleaning equipment and supplies such

NOTE: Waterpark team work in high temps for extended hours, roughly 86 and humid.

Participants will be using cleaning chemicals.

Internal Job Type: Waterpark Attendant

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

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8 of 30
Last Updated: 3/9/2010

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Waterpark uniform includes shorts and T-shirts (excludes swimsuits).
Uniforms will be purchased through the Resort and deducted from paycheck; split evenly, over 2 pay periods
Uniform cost range from \$70-100 USD.

Waterpark Attendants are responsible for providing their own footwear: water-shoes, crocs or other water sandal with a back are recommended.
These may be purchased in your home country or upon arrival to the U.S. at discount retailer such as Wal-Mart (www.walmart.com).

Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Requirements:

Non-smoker:

Ski:

Swimmer:

Lifeguard Certified:

CPR Certified:

Job Type:

Food Service Associate

Job Description:

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9 of 30
Last Updated: 3/9/2010

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Language Level required for this position: Great

Under the Food and Beverage Associate positions duties will vary depending on the needs of the business.

Food and Beverage Retail Concessions, Banquets Server, Banquets Setup, Restaurant Server, Restaurant Host, Food Runner, Cafe Cashier, & food outlet associate.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to greet each guest with a friendly, warm welcome and offer product knowledge to ensure sales are completed.
- Be passionate about all Kalahari Goals, standards, and initiatives.
- Ensure that all work environments are organized, well stocked with creative and attractive displays.
- Help in the support of Completion of daily tasks/checklists.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires, providing up-selling opportunities when appropriate.
- Clean shelves, counters, tables, and windows as needed.
- Actively participate in all monthly inventories to ensure accuracy of inventory quantities.
- Support the team regarding expense controls and loss prevention standards.
- Participate in training classes and Daily Promise shift meetings.

Participants will be using cleaning chemicals. Participants may be handling pork and alcohol products.

Pay rates and additional responsibilities are as follows:

Food and Beverage Retail Concessions= \$13/hour

Banquets Server= \$2.83/hour + Tip = \$13/hour

• Banquet Servers earn tips, guaranteed to make at least \$13/hour, even though the wage is paid a base of \$2.83 per hour.

• If a Server does not receive at least \$13 in total per hour with tips, they will get the tip credit of \$13.

• Know how to read the banquet event orders (BEO's) and be familiar with the menu of the assigned function.

Banquets Setup= \$13/hour

Please see additional information in the "Additional Comments" section of this Agreement.

Internal Job Type: Food and Beverage Associate

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

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10 of 30
Last Updated: 3/9/2010

March 11, 2025

Uniform for this job includes a Kalahari Uniform Shirt; cost ranging from \$40 to \$60. Participants should bring their own casual black pants and comfortable, closed-toed black, non-slip shoes are required.

Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have a question about what is suitable.

Additional Information:
Uniform costs will vary, depending on what is needed.

Uniforms are Payroll Deducted.
If Uniform cost is over \$26.00, the cost will be split evenly, over 2 pay periods. Uniform costs of \$26 and under will be deducted from Payroll at one time.

Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Requirements:

Non-smoker:

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Lifeguard Certified:

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Ski:

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CPR Certified:

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Swimmer:

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Job Type: Retail

Job Description:

March 11, 2025

Language Level required for this position: Great

ESSENTIAL DUTIES & FUNCTIONS

- Greet customers and ascertain their wants/needs.
- Open and close Micros system.
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- Maintain records related to sales.
- Watch for and recognize safety risks and thefts, and know how to prevent or handle these situations.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires, providing up-selling opportunities when appropriate.
- Answer questions regarding the store, resort, and merchandise.
- Describe merchandise and explain use, operation, and care of merchandise to customers.
- Ticket, prepare, price, and maintain merchandise.
- Clean shelves, counters, tables, and windows as needed.
- Exchange merchandise for customers and accept returns.
- Bag or package purchases.
- Inventory stock and transfer new stock to stores.
- Participate actively in taking monthly inventory.
- Able to transfer product store-to-store or process damage out product (with correct forms).

Within the Retail team, participants can be placed in one of the following roles; additional duties noted:

Clerk

- Perform above tasks

Cashier

- Computer sales prices, total purchases and receive and process cash or credit payments and room charges

Retail-Sales Associate - with Build-A-Bear

- Build a Bear Location additional training on 7 stages of guest interactions.
 - o Must be able to engage and showcase the Build a Bear experience.
 - o Details to be provided at Training

Skills Required:

- *Ability to stand on feet for long periods of time
- * Participants will be scheduled to work evenings and weekends.

Participants will be using cleaning chemicals.

Internal Job Type: Retail Team Member

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

March 11, 2025

Uniform for this job includes a Kalahari Uniform Shirt; cost ranging from \$25 to \$50. Participants should bring their own casual black pants and comfortable, closed-toed black shoes are required. Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have a question about what is suitable.

Additional Information:
Uniform costs will vary, depending on what is needed.

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If Uniform cost is over \$26.00, the cost will be split evenly, over 2 pay periods. Uniform costs of \$26 and under will be deducted from Payroll at one time.
Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Requirements:

Non-smoker:

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Lifeguard Certified:

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Ski:

CPR Certified:

Swimmer:

Job Type: Prep Cooks

Job Description:

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Language Level required for this position: Great

As Prep Cook I, you will cook and prepare a variety of food products including meats, seafood, poultry, vegetables, sauces, stocks, breads and other food products using a variety of equipment and utensils according to the Daily Prep List.

Prep Cook I also will support and assist the Chefs in banquets & main kitchen operations, completing all necessary preparation work to keep stock up to last the given time being served.

Prep Cooks will be asked to assist with banquet prep and functions.

He/she is also responsible for assisting in ensuring the cleanliness, sanitation and safety in the kitchen, and storage areas while minimizing waste and maximizing cost/production ratio.

PHYSICAL REQUIREMENTS:

- Must be able to work in a stationary position for long periods of times (up to 8 hours).
- Must be able to work and be flexible with all shifts, weekends, and holidays.
- Must possess the ability to access all areas of the kitchen, the ability to move frequently & freely about facility.
- Must be able to withstand prolonged standing, stretching, bending, kneeling, lifting and carrying items weighing up to 50 lbs. without restriction.
- Must be able to work in close quarters or small rooms and is occasionally exposed to hot, cold, wet and/or humid condition.
- Work environmental factors include noise, dust, and smoke.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Participants will be using cleaning chemicals. Participants may be handling pork and alcohol products.

Helpful Skills:

- Excellent interpersonal service skills and organizational skills to plan time effectively.
- Ability to work in a fast-paced, busy, and somewhat stressful environment, work under pressure and meet deadlines with particular attention to detail.
- Ability to get along well with others, to demonstrate flexibility and patience, to work as a member of a team.

Internal Job Type: Prep Cook I

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

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14 of 30
Last Updated: 3/9/2010

March 11, 2025

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Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have a question about what is suitable.

Additional Information:
Uniform costs will vary, depending on what is needed.

Uniforms are Payroll Deducted.
If Uniform cost is over \$26.00, the cost will be split evenly, over 2 pay periods. Uniform costs of \$26 and under will be deducted from Payroll at one time.
Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Requirements:

Non-smoker:

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Lifeguard Certified:

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Ski:

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CPR Certified:

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Swimmer:

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Job Type: Dishwasher

Job Description:

March 11, 2025

Language Level required for this position: Great

The Dishwasher is responsible for maintaining cleanliness and proper storage of all china, glass, and silver, and ensuring the highest standards of sanitation. He/she is also responsible for assisting the kitchen staff in maintaining the cleanliness of the kitchen and all storage areas; specifically for cleaning all equipment, utensils, and the physical work area. They are responsible for assisting with proper food storage and rotation.

Duties:

- Load, run and unload dish machine according to sanitation specifications to ensure all china, glass, and silver are cleaned thoroughly.
- Forecast dish and equipment requirements needed for each shift based on business needs.
- Assist in the cleanliness of the kitchen area.
- Keep the dish machine clean and report any functional or mechanical problems immediately.
- Monitor dish machine water temperature to ensure sanitary wash cycle.
- Wash and store all tableware and kitchenware.
- Keep dish room clean and organized.
- Maintain adequate levels of clean tableware for dining room and kitchen needs.
- Bag and haul dish room trash to dumpster at designated times.
- Sweep and mop floors in the kitchen and restaurant areas according to sanitation guidelines.
- Handle tableware carefully to prevent breakage and loss.
- Maintain adequate levels of dish detergents and cleaning supplies and advise supervisor when additional supplies are needed.
- Clean food preparation and production areas as required.
- Check banquet hallways, loading dock, and receiving area for cleanliness.
- Assist in the setup and breakdown of the restaurant and banquet buffets as required.
- Comply and assure compliance with all safety standards by following all safety rules, sanitation criteria, and procedures.
- Assist with cleaning and sanitation of all restaurant outlet and banquet kitchen equipment and utensils.
- Participate in Daily Promise shift meetings when requested.

Internal Job Type: Dishwasher Level 1-Utility

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

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Additional Information:
Uniform costs will vary, depending on what is needed.

Uniforms are Payroll Deducted.
If Uniform cost is over \$26.00, the cost will be split evenly, over 2 pay periods. Uniform costs of \$26 and under will be deducted from Payroll at one time.
Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Participants will be using cleaning chemicals.
Participants may be handling pork and alcohol products.

Requirements:

Non-smoker:

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Lifeguard Certified:

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Ski:

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CPR Certified:

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Swimmer:

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Job Type: Baker

Job Description:

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17 of 30
Last Updated: 3/9/2010

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March 11, 2025

Language Level required for this position: Great

It is the primary responsibility for the Baker I to assist the Pastry Sous Chef in bake shop operations assuring the proper preparation of all baked items for the Resort's restaurants, food and beverage outlets, and banquet day-to-day pastry production and operations.

Participants will be using cleaning chemicals. Participants may be handling pork and alcohol products.

PHYSICAL REQUIREMENTS:

- Must be able to work in a stationary position for long periods of times (up to 8 hours).
- Must be able to work and be flexible with all shifts, weekends, and holidays.
- Must possess the ability to access all areas of the kitchen, the ability to move frequently & freely about facility.
- Must be able to withstand prolonged standing, stretching, bending, kneeling, lifting and carrying items weighing up to 50 lbs. without restriction.
- Must be able to work in close quarters or small rooms and is occasionally exposed to hot, cold, wet and/or humid condition.
- Work environmental factors include noise, dust, and smoke.

Duties:

- Help Pastry Sous Chef decorative cakes, statuarys and ornaments for special events, parties, and banquets.
- Ensure that all guests feel welcome and are given responsive, friendly, and courteous service at all times.
- Ensure that all food and beverage products are consistently prepared and served according to the restaurant's recipes, portioning, cooking and serving standards.
- Ensure that all equipment is kept clean and kept in excellent working condition through personal inspection and by following the culinary preventative maintenance programs.
- Fully understand and comply with all federal, state, county and municipal regulations that pertain to health, safety and labor requirements of the pastry areas, associates and guests.
- Participate in all Daily Promise shift meetings.

Internal Job Type: Baker I

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

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18 of 30
Last Updated: 3/9/2010

March 11, 2025

Uniform for this job includes a Kalahari Uniform Shirt; cost ranging from \$40 to \$60. Participants should bring their own casual black pants and comfortable, closed-toed black, non-slip shoes are required.

Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have a question about what is suitable.

Additional Information:
Uniform costs will vary, depending on what is needed.

Uniforms are Payroll Deducted.
If Uniform cost is over \$26.00, the cost will be split evenly, over 2 pay periods. Uniform costs of \$26 and under will be deducted from Payroll at one time.

Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Requirements:

Non-smoker:

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Lifeguard Certified:

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Ski:

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CPR Certified:

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Swimmer:

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Job Type: Line Cook

Job Description:

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Language Level required for this position: Great

The Pizza Cook is responsible for making all Kalahari Resort's recipes to spec and ensuring the highest food quality and taste. This position requires adhering to all procedural guidelines set by the Culinary Department.

Participants will be using cleaning chemicals. Participants may be handling pork and alcohol products.

Duties:

- Refer to Daily Prep List at the start of each shift for assigned duties.
- Prepares a variety of meats, seafood, poultry, vegetables and other food items for cooking in broilers, ovens, grills, fryers and a variety of other kitchen equipment.
- Makes pizza dough, and sauces.
- Complete opening and closing checklists.
- Closes the kitchen properly and follows the closing checklist for kitchen stations and assists others in closing the kitchen.
- Makes food runs for cashiers when needed.
- Assists in keeping the dining room areas clean when needed.
- Assists in washing dishes and putting them away in appropriate area.
- Assists in keeping the dish area clean and clear of debris.
- Assists in taking out trash and cardboard.
- Promptly reports equipment and food quality problems to the Kitchen Manager.
- Informs Kitchen Manager immediately of product shortages.
- Uses Standard Recipe Cards for preparing all products and does not rely on the memory of themselves or other associates.
- Adhere to guidelines to ensure efficient, safe and sanitary food production, preparation and presentation.
- Aid in the security of food items; ensure the meat locker, storerooms and walk-ins are locked when not in use.
- Ensure that all guests feel welcome and are given responsive, friendly, and courteous service at all times.
- Ensure that all food and beverage products are consistently prepared and served according to the facility recipes, portioning, cooking, timing, serving, and presentation standards.
- Participate in training classes and Daily Promise shift meetings.

Internal Job Type: Pizza Cook

No Students being hired: 0

Age requirement: None

Wage: 13.00/per hour

Details:

Dress Code: Uniform

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20 of 30
Last Updated: 3/9/2010

KR Acquisitions LLC dba Kalahari Resort - TX, Round Rock, TX

March 11, 2025

Uniform for this job includes a Kalahari Uniform Shirt; cost ranging from \$40 to \$60. Participants should bring their own casual black pants and comfortable, closed-toed black, non-slip shoes are required.

Participants should be neat and clean when coming to work. Participants should ask their supervisor if they have a question about what is suitable.

Additional Information:
Uniform costs will vary, depending on what is needed.

Uniforms are Payroll Deducted.

If Uniform cost is over \$26.00, the cost will be split evenly, over 2 pay periods. Uniform costs of \$26 and under will be deducted from Payroll at one time.

Details will be provided at orientation. Participants are always encouraged to bring questions to their manager.

Requirements:

Non-smoker:

☐

Lifeguard Certified:

☐

Ski:

☐

CPR Certified:

☐

Swimmer:

☐

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21 of 30
Last Updated: 3/9/2010

March 11, 2025

Job Benefits (bonuses, incentives):

Details will be outlined during training.

- *Associate Dining Room
- *Employee discounts on food and retail items.
- *Employee discounted rate on park admission.
- *Good performance is rewarded with tokens that are redeemable for various prizes.

SECOND JOBS:

Second jobs are permitted, but you must be available for every shift you are scheduled to work at Kalahari Resort and your second job must not interfere with their work performance.

Is there a Social Security Admin office near you: Yes

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

SSA office details:

Employer will provide participants with instructions for how to apply for a social security number and directions on how they can travel to the social security office.

Participants will be responsible for coordinating their own travel and transportation, but are encouraged to travel with others to keep the cost down.

Uber rideshares are available in the area. Riders must have the Uber app downloaded on their phone in order to use the service, nonetheless, this service is strongly recommended in this area due to the frequency of cars.

Sample 1 way fares for 4 persons from \$15-25; range depending on local demand/availability of cars.

Participants are encouraged to bring questions to the HR Director, Ricky Canales at email: rcanales@kalahariresorts.com

The closest Social Security Administration office is located about 15 miles away at:

3010 Williams Dr
STE 150
Georgetown, TX 78628
Phone: 1-888-835-6169

Hours:
Mon - Fri: 9:00 AM - 4:00 PM
Sat & Sun: Closed

Participant Requirements

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

Trustworthy
Hard Working
Energetic

March 11, 2025

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

Participant may be screened randomly or under suspicion of drug use. Tests are run at no cost to employee. If drug test is positive, participant will be terminated from employment with Kalahari.

NOTE:

Please see attached document detailing the customer service and hospitality training all waterpark attendants will receive. Host Company Orientation is a 2 day training and is paid.

For Lifeguards:

The lifeguard certification class is a 3 part class covering life saving techniques, written, verbal and swimming tests. Hours spent in four-day certification class are UNPAID. Class length is typically 8 hours.

Will be required to stand in and out of water for long periods of time (up to 8 hours).

Exposure to pool chemicals and sun is possible up to entire length of shift. Sunscreen is highly recommended when working outdoors in the summer season.

Work schedule:

Shifts may vary; Hours may be reduced depending on business needs, weather, economic situations, your performance, sick time and other circumstances.

Shifts will include weekdays, weekends, nights, and holidays.

Please Note: Friends and couples are welcome to apply, however, they should not expect to be assigned the same shift or be granted the same days off.

Neat, clean and presentable for the work environment. Hair must be clean and styled. Personal cleanliness is very important. Maintain good hygiene, preventing unpleasant breath and body odor. Tattoos must be covered and no excessive piercings, gauges, or hair color. Participants are Ambassadors of their home country and should make every effort to represent their country well.

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

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:

March 11, 2025

Housing is provided by the employer as follows:

- Dormitory Housing
- \$110/week
- Deposit of \$300 is due upon check-in (up to \$250 is refundable)
- Contract is from DS Start Date (arrival date) to DS-End Date with expectation to depart within 3 days of DS End Date.
- Up to 4 people per room
- Each room has private bathroom, Microwave, and Refrigerator
- Each person has their own private, lockable, wardrobe locker.
- Each person has their own bed
- Community Laundry Mat - \$1 wash and \$1 to dry
- Community Kitchen with Stoves, Sinks, Microwaves, and dining room
- Community Living Room
- Located on Kalahari property, within walking distance to the resort

Participants may REQUEST to live with your friends in advance, however it is not guaranteed.

Please do bring any housing questions to Housing Coordinator:
mlute@kalahariresorts.com

Please see more information in the "Additional Comments."

Address: 670 S KENNEY FORT BLVD **City, State, Zip:** Round Rock, TX 78665

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

| | | | | | | |
|--|---------------------------------------|---|---|---|---|---|
| <input checked="" type="checkbox"/> Linens | <input type="checkbox"/> Telephone | <input checked="" type="checkbox"/> Furniture | <input checked="" type="checkbox"/> Cooking | <input checked="" type="checkbox"/> Kitchenware | <input checked="" type="checkbox"/> Microwave | <input checked="" type="checkbox"/> AC / Heat |
| <input checked="" type="checkbox"/> Bed | <input type="checkbox"/> Air Mattress | <input type="checkbox"/> Computer | <input type="checkbox"/> Internet | <input checked="" type="checkbox"/> WiFi | <input type="checkbox"/> Private Bathroom | |

Rent of this housing (per participant)? \$110.00 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? Yes (upon arrival) Total due at time of move in \$300 cash at check-in.
This breaks down to as follows:
\$250 is refundable
\$50 non-refundable administrative and cleaning fee

Deposit is fully refunded if housing is left in the condition it was given.
An inspection is to be scheduled before departure.

Deposit may be forfeited if participants leave without the notice listed in the Housing Contract. Participants are required to vacate the housing within 72 hours of employment termination or ending employment early (quitting).

After the payment at check in, Rent will be automatically deducted from paychecks.
Employees are paid every 2 weeks therefore every 2 weeks \$220 (\$110/week) will be deducted this includes all rent, utilities (water, electric, trash) and internet.

How will the deposit be refunded to the participant (final paycheck, etc.)? In Final Paycheck

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24 of 30
Last Updated: 3/9/2010

March 11, 2025

Transportation To and From Work

How far is this housing from the job site? Onsite Not applicable.
How will the student get to and from work? Walking
What is the approximate ONE WAY travel time to work? Less than 10 minutes
What is the approximate ONE WAY travel cost to work? \$0.00

Participant Travel to Business

Participant should contact you: Upon boarding: ☐ Upon arrival: ☒
 Employer's Emergency phone number: 1-877-525-2427
 After hours when HR is not available; ask for the Manager on Duty

☒ **PLANE**

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

Arrival to (city, airport): Austin-Bergstrom International Airport (AUS)
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? 30 miles

Special instructions/comments regarding participant's arrival:

Dallas Fort Worth International Airport (DFW) is the larger, local international airport; located in Dallas, TX, 195 miles from employer
 Code: DFW
 See Bus details in the section titled "Bus"

Alternatively, participants can fly into Austin-Bergstrom International Airport (AUS) is an international airport in Austin, Texas; 30 miles from employer.

More information on transportation from this airport can be found online at:
<https://www.austintexas.gov/department/ground-transportation-barbara-jordan-terminal#Transit>

Uber and or Lyft rideshares are available in the area. Participants must have the Uber or Lyft app downloaded on their phone in order to use the service, nonetheless, this service is strongly recommended in this area due to the frequency of cars.
 Sample fairs for 3 persons and luggage range from \$60-90 depending on how busy traffic is.

March 11, 2025

☒ **BUS**

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

Arrival to (city, station): Round Rock (CARTS)

Preferred Arrival Time: No Preference

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? 4 miles

Special instructions/comments regarding participant's arrival:

Greyhound Bus bus into Round Rock (CARTS), TX from Dallas, TX is available daily, in the AM. Cost is approximately \$40.00 and tickets can be purchased on line.

Please review Greyhound bus schedules on www.greyhound.com.

Greyhound has several options to purchase tickets in advance online or onsite. Whether participants are inside or outside of the U.S., they can purchase tickets through any of these methods when paying with U.S. dollars or any major international credit card. Details and scheduling information can be found online at: <https://www.greyhound.com/en/help-and-info/ticket-info/payment-ticket-options>

Upon arrival to the Bus Station, participants can call a taxi or take rideshare services.

Local Taxi Companies

Express Taxi

Telephone: 512-591-5759

Uber and or Lyft rideshares are available in the area. Participants must have the Uber or Lyft app downloaded on their phone in order to use the service, nonetheless, this service is strongly recommended in this area due to the frequency of cars.

Sample fairs for 3 persons and luggage range from \$60-90 depending on how busy traffic is.

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? Suburb Smaller town and vacation destination.

Please provide a brief description of your community: Round Rock is a suburb of Austin, Texas, the 4th largest city in the State. Round Rock is known for outdoor activities, historic sites, art events, and festivals. The streets of the downtown are lined with old-fashioned stone stores, Italian and Mexican restaurants, amusement parks, and nightclubs. Unique attractions of the city are The Round Rock, a large limestone slab in Brushy Creek, and the Chisholm Trail, which features the city's cattle-driving history. Rock'N River Water Park and Kalahari Resorts & Conventions are fun places for all ages. The parks have water pools, water cannons, thrilling water slides, rock climbing with waterfalls, escape rooms, and an African safari.

Is there anything special that students should bring? Summer is very humid and hot in Texas. Participants should bring layers as it gets chilly at night. Participants should bring a swimsuit for use of the water park. Many participants walk from place to place so it is recommended to bring a comfortable pair of shoes such as running shoes.

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26 of 30
Last Updated: 3/9/2010

March 11, 2025

What are the seasonal temperatures?**Spring:** 85-95 degrees F**Summer:** 95-100 degrees F**Fall:** 85-95 degrees F**Winter:** 30-50 degrees F**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:

Nearby activities include visiting Lake Travis, Austin City Limits Live, the Austin Zoo or Aquarium, Westcave Outdoor Discovery Center, the Bullock Texas State History Museum, and Austin Sixth Street. Participants could also enjoy a day on the water by way of Austin's Boat Tours with a professional captain at the helm.

Public Transportation:

Round Rock Rides is the City of Round Rock's on-demand ride-sharing program that offers an affordable public transit option within the City of Round Rock service area.

Round Rock Rides allows riders to schedule pickups and drop-offs at designated locations. The shared ride service will enable multiple passengers headed in the same direction to efficiently share a single vehicle.

Service Hours

Monday-Friday: 6:00 a.m. – 8:00 p.m.

Saturday: 8:00 a.m. – 6:00 p.m.

(Excluding major holidays)

More information online at:

<https://www.roundrocktexas.gov/city-departments/transportation/public-transportation/>

List of interesting area websites:

<https://www.kalahariresorts.com/careers/>

https://en.wikipedia.org/wiki/Round_Rock,_Texas

https://en.wikipedia.org/wiki/Round_Rock,_Texas

www.austinchamber.com

<https://www.austintexas.org/things-to-do/>

<https://www.traveltexas.com/>

Is there wireless internet available?**Greenheart Exchange**

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March 11, 2025

Yes, free Wi-Fi is available at work as well as employee housing.

Additionally, Wi-Fi is also available at local cafes and restaurants. It is customary to purchase a menu item to use this service for free.

Public libraries may have desktop computers for personal use. The main public library is located at:

Public Library
200 E. Liberty Ave.
Round Rock, TX 78664
Phone: 512-218-7000

Additional Comments:

Full Job Description for Lifeguards:

Lifeguards must constantly monitor guests in pools and ensure that guests follow the park rules. Lifeguards will be next to or in chlorinated water and will be standing, sitting, and walking for long periods of time. As a lifeguard, participants must ensure a safe and healthy environment for the swimmers and they must be able to recognize and react properly in emergency situations. Additional duties may include cleaning the pool and surrounding area-deck, guard office, removing trash and enforcing facility rules and gate control. Participants may be cleaning toilets and be using cleaning chemicals.

Lifeguard Wage details:

During the time they are enrolled in the StarGuard ELITE course, participants will be paid \$7.25/per hour.

Each participant will receive a StarGuard ELITE certificate upon completion.

Based on the level of certification acquired, the wage will be as follows:

Shallow Water Lifeguard: \$13.00

Deep Water Lifeguard: \$14.00

Training details and Costs:

The lifeguard training course is 30 hours, typically 4 consecutive days broke down into two 8 hour days and two 7 hour days. Occasionally a class will be taught in three 10-hour days. Participants will be paid for both the pool and classroom portions of the course.

Training courses will be scheduled once the employer has been provided all flight information from participants. Both day and night courses will be scheduled corresponding to arrival dates.

First day the morning will consist of the swim test:

- 300 meters without stopping
- 2 minute tread test
- Brink retrieval of 3 meters below the surface

Rest of the first day will be class room setting using the ARC Manual.

Typically one more full day of classroom setting and another half day of swim. The next swim portion is to use the new save techniques taught in the class room. Final day is the written test and CPR test out. If the participant passes this they will become certified and will receive their ARC LG certificate.

If participants hired as lifeguards arrive BEFORE their lifeguarding training course starts, participants will work as Slide Attendants (paid at \$8.50 per hour) until they have completed the course.

Full listing for Food and Beverage Associate

Language Level required for this position: Great

Under the Food and Beverage Associate positions duties will vary depending on the needs of the business.

Food and Beverage Retail Concessions, Banquets Server, Banquets Setup, Restaurant Server, Restaurant Host, Food Runner, Cafe Cashier, & Lastbite associate.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to greet each guest with a friendly, warm welcome and offer product knowledge to ensure sales are

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28 of 30
Last Updated: 3/9/2010

March 11, 2025

completed.

- Be passionate about all Kalahari Goals, standards, and initiatives.
- Ensure that all work environments are organized, well stocked with creative and attractive displays.
- Help in the support of Completion of daily tasks/checklists.
- Recommend, select, and help locate or obtain merchandise based on customer needs and desires, providing up-selling opportunities when appropriate.
- Clean shelves, counters, tables, and windows as needed.
- Actively participate in all monthly inventories to ensure accuracy of inventory quantities.
- Support the team regarding expense controls and loss prevention standards.
- Participate in training classes and Daily Promise shift meetings.

Participants will be using cleaning chemicals. Participants may be handling pork and alcohol products.

Pay rates and additional responsibilities are as follows:

Food and Beverage Retail Concessions= \$13/hour

Banquets Server= \$2.55/hour + Tip = \$13/hour

• Banquet Servers earn tips, guaranteed to make at least \$13/hour, even though the wage is paid a base of \$2.55 per hour.

• If a Server does not receive at least \$13 in total per hour with tips, they will get the tip credit of \$13.

• Know how to read the banquet event orders (BEO's) and be familiar with the menu of the assigned function.

Banquets Setup= \$13/hour

• Heavy work - Exerting up to 100 pounds of force occasionally, and/or 50 pounds of force frequently, and/or up to 20 pounds of force constantly; to lift, carry, push, pull, or otherwise move objects.

• Breakdown banquet space after the completion of functions and ensure that all equipment and supplies are stored properly.

• Transport and store tables, chairs, and other equipment.

Restaurant Server= \$2.55/hour + Tip = \$13/hour

• Restaurant Servers earn tips, guaranteed to make at least \$13/hour, even though the wage is paid a base of \$2.55 per hour.

• If a Server does not receive at least \$13 in total per hour with tips, they will get the tip credit of \$13.

• Answer questions about food, beverage, restaurant functions, services, and resort services and activities.

• Take food and beverage orders from guests, enter orders in the point-of-sale system which relays orders to the kitchen and bar.

Restaurant Host= \$13/hour

• Rotate tables when seating guests throughout the shift.

• When applicable and possible, open the front door for guests entering or leaving the restaurant.

• When immediate seating is limited, record guest names and number of people in party.

• Call out name and number of party when tables become available in a courteous and friendly manner with a pleasant, professional, and clear tone of voice.

• Provide guests with estimated waiting times.

Food Runner= \$13/hour

• Delivery food and beverage orders from kitchen and bar with appropriate service trays to guests in a timely manner.

Cafe Cashier= \$13/hour

• During each order-taking process up-sell and/or suggest specific items on the menu that the guest and their family would enjoy.

• Must be able to handle register operations and ensure suggestive selling is incorporated with every transaction.

Lastbite Cashier: \$13/hour

• Stock and re-stock all candy supplies and candy cases throughout shift. Weighing and serving candy, Scooping Ice Cream to portion standards

HOUSING (Continued)

Each participant will receive the "Dorm in a Box" package upon check in that has all the necessities needed for the first week in housing: toilet paper, tissues, plastic utensils, coffee mug, lock, hygiene products, trash bags, laundry

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29 of 30
Last Updated: 3/9/2010

March 11, 2025

tokens, detergent, etc.

The final cost of the package cost is to be approximately \$22.00 - \$30.00 and it is payroll deducted.

Participants will be charged rent beginning from the day they check in, we strongly recommend them arriving up to 3 days prior to their DS Start Date.

Participants will receive an email directly from the housing manager to set up their employee housing portal. If there are issues setting up or last-minute issues then they should contact Housing Manager Directly, responding to the email.

Participants are usually eligible to set up housing Portal about 4-8 weeks prior to their DS Start date.

For additional cultural opportunities participants are recommended to join the Greenheart Club:

<https://greenheartclub.org>. Through the Greenheart Club participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access various resources. Participants can access the Greenheart Club through their Greenheart Exchange Online account: <https://geo.greenheart.org/> - find a link in the lower right corner of their home page. Additionally, participants can check-out Visit The USA website: <https://www.visittheusa.com>.

Participants whose employment is terminated (involuntary or voluntarily), will have 2 weeks from the time that they end their position to secure permanent housing that complies with Greenheart Exchange's Housing Guidelines and submit a Self-Arranged Job Offer (SAJO) to Greenheart Exchange for consideration. Participant's failure to submit a SAJO within a two-week timeframe will result in shortening the participant's program sponsorship. If Greenheart Exchange rejects SAJO, the participant has 1 business day to resubmit SAJO in accordance with instructions received from Greenheart Exchange. Information about prohibited jobs for SWT program participants can be found here: <https://greenheartexchange.org/host/host-hire-seasonal-staff/#/tab/regulations>.

Please feel free to attach any other additional information.