



Greenheart

Work and Travel Program - Employer Information W_T-Summer 2025

Wilderness at the Smokies, Sevierville, TN
October 4, 2024

Employer Information

Company Name: Wilderness at the Smokies	Website: http://www.wildernessatthesmokies.com/
# of Employees: 500	Phone Number: 865-268-7275
Industry Name: Hotel/Motel/Hostel/Bed and Breakfast	Fax Number: 865-868-4497
Primary Address: 1424 Old Knoxville Hwy Sevierville, TN 37876	Email Address: vhurst@wildernessatthesmokies.com
Site of Activity: Wilderness at the Smokies - River Lodge 1424 Old Knoxville Hwy Sevierville, TN 37876	Status: Submitted to Greenheart
Site of Activity: Soaky Mountain Waterpark 175 Gists Creek Rd Sevierville, TN 37876	Contact Name: Victoria Hurst
Site of Activity: Wilderness at the Smokies - Stone Hill Lodge 190 Gists Creek Rd Sevierville, TN 37876	Contact Title: International Recruiting Manager
	Alternate Contact: Jenny Mitchell
	Alternate Title: Human Resources Director
	Alternate Phone: 865-868-4313
	Hiring Manager Email: vhurst@wildernessatthesmokies.com
	Participant Supervisor
	Email: vhurst@wildernessatthesmokies.com
	FEIN: 20-8212336
Workers Comp	Policy #: ZAWCI9769600
	Carrier: Arch Insurance Company

October 4, 2024

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	71
Hours: Average hours/week: 32		Average number of 5 days/week:		
Pay Range:		High: \$15.00/per hour		Low: \$11.00/per hour
Overtime:		Overtime available: Sometimes		Overtime hourly rate: One and a half times the hourly wage
Meals:		Are Meals Provided?: No		Explain: Not applicable
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: Business is consistent throughout the summer season, and participants can expect to receive at least 32 hours per week, on average, for the duration of their programs.

During the summer season, business starts out slower at the beginning of May, then starts to increase from the middle of May through Memorial Day weekend, the last week of May. Business peaks and remains steady after Memorial Day weekend through the months of June, July, and August. After Labor Day weekend, the first week in September, business gradually starts to decrease as the season ends.

Participants should come prepared to receive slightly fewer hours at the beginning of May and the end of September, depending on the level of tourism during those times. In addition, training periods and inclement weather may result in fewer hours on occasion.

How often do you pay employees?	Twice a month	
Is job training required?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, how long is it?	1-2 weeks	
Are participants paid for training?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Are you willing to hire couples?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Are you willing to hire groups of friends?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, how many are allowed in the group?	Up to 4	
Can participants work a second job?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do participants complete an additional application form upon arrival?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> 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!

Wilderness at the Smokies, Sevierville, TN

October 4, 2024

Job Type:	Lifeguard
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Job Description: This position will start at \$13.00 per hour, but the wage changes to \$15.00 per hour once certification is complete. Lifeguards ensure a safe and healthy environment for swimmers at Wilderness at the Smokies. They monitor guests at the resort's pools and pool areas and must recognize and react properly in emergency situations.

* Lifeguards will be working near or in water with chlorine.

* Lifeguards will be working in direct sunlight and may be standing, sitting, or walking for long periods of time while on shift.

Additional duties may include but are not limited to:

- Checking and maintaining chemical levels in pools and operating the pool filtration system
- Cleaning pools and pool areas (including the area-deck, guard office, and pump room)
- Enforcing pool area rules and gate control
- Removing trash from the waterparks
- Cleaning bathrooms and toilets

* When cleaning, participants will be required to come into contact with and to use cleaning chemicals.

BEFORE being scheduled to work as a lifeguard, all participants MUST pass the Ellis and Associates lifeguard certification course.

The certification course takes approximately 24 hours to complete and will be conducted on site upon participants' arrival at Wilderness at the Smokies.

The cost of the certification course will be paid for by the employer.

To complete the certification course successfully, participants must be prepared to:

- Swim a distance of 300 yards (275 meters) using a front crawl freestyle stroke or breaststroke without resting
- Complete a feet-first surface dive, retrieve a 10 pound (4.5 kilogram) brick from the bottom of a 10-foot deep (3 meters deep) pool, and bring the brick to the surface of the pool
- Tread water in a pool for 2 minutes without using their arms and without resting

** Participants who do not pass this certification course will not be allowed to work as lifeguards and will be placed in another department. **

English Level: Excellent

Internal Job Type: Lifeguard

No Students being hired: 30

Age requirement: None

Wage: 13.00-\$15.00/per hour

Details:

Dress Code: Uniform

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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Wilderness at the Smokies, Sevierville, TN

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Participants are required to wear a uniform shirt at all times while on shift. The employer will provide one uniform shirt, one uniform swimsuit, and one set of uniform sunglasses to participants at no cost.

If participants would like to purchase additional uniform items (shirts, swimsuits, or sunglasses), they may purchase them from Wilderness at the Smokies. For each additional item purchased, the employer will deduct the amount of the item from the participant's paycheck. The cost of additional uniform items will be approximately \$20 each.

Participants are required to bring their own sandals to be worn at all times while on shift. All sandals must have back straps, which are straps that go around the back of the heel. Sandals without back straps are not allowed.

If participants have questions about their uniform, they should contact Wilderness at the Smokies' Human Resources Department prior to arrival, at vhurst@wildernessatthesmokies.com.

Requirements:

Non-smoker:

☐

Lifeguard Certified:

☐

Ski:

☐

CPR Certified:

☐

Swimmer:

☒

Job Type:

Prep Cooks

Job Description:

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As a Cook at Wilderness at the Smokies, participants are responsible for preparing guest and associate food and maintaining kitchen sanitation to Board of Health Standards. Participants will be supervised by the Kitchen Manager and/or the Executive Chef.

Primary job duties include but are not limited to:

- Preparing, arranging and continually updating food according to Wilderness at the Smokies recipes, preparations and food presentations.
- Ensuring adherence to Health Department policies and procedures
- Cleaning and maintaining the kitchen as directed by management, in conjunction with Health Department policies and procedures.
- Reporting and documenting any observed or known safety hazards, conditions, or unsafe practices and procedures to management immediately
- Adhering to Wilderness at the Smokies standards for guest service
- Referring guest problems or complaints to supervisor
- Performing all other duties as assigned by management

To perform this job successfully, participants must be able to perform each of the above duties satisfactorily and must:

- * Have an aptitude for guest service and take pride in Wilderness standards of excellence in food preparation and cleanliness
- * Be flexible with scheduling availability. The resort is open 365 days/year, including holidays and weekends.
- * Be able to work well with others in stressful situations and have a positive attitude
- * Maintain a neat and clean appearance at all times

English Level: Great

*This job requires the use of cleaning chemicals.

*Participants might handle pork products in this position.

Internal Job Type: Prep Cook

No Students being hired: 12

Age requirement: None

Wage: 14.00/per hour

Details:

Dress Code: Uniform

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Wilderness at the Smokies, Sevierville, TN

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Participants are required to wear a uniform shirt at all times while on shift. The employer will provide one uniform shirt to participants at no cost.

If participants would like to purchase additional uniform shirts, they may purchase them from Wilderness at the Smokies. For each additional shirt, the employer will deduct the amount of the shirt from the participant's paycheck. The cost of the shirt will be approximately \$20 each.

Participants are required to bring their own black pants, which they must wear with their uniform shirt while on shift. Shorts, capri pants, or leggings are not allowed.

Participants are also required to bring their own black non-slip, close toed shoes (for example, sneakers or tennis shoes), which they must wear while they are on shift. Open toed shoes or sandals are not allowed.

Requirements:

Non-smoker:

☐

Lifeguard Certified:

☐

Ski:

☐

CPR Certified:

☐

Swimmer:

☐

Job Type: **Cashier**

Job Description:

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As a cashier at Wilderness at the Smokies, participants are responsible for ensuring superior customer service by taking orders for food, preparing food that is ordered, receiving monies for all items located in the deli and ensuring cleanliness throughout this Food and Beverage outlet. Participants are also responsible for restocking all deli and market inventory, on an as-needed basis, and must possess excellent guest relations and communication skills by dealing with customers in an efficient and professional manner.

Primary job duties and responsibilities include but are not limited to:

- Greeting all guests in a welcoming manner
- Taking food orders and preparing food in a professional and efficient manner
- Operating a computerized register system and issuing receipts for each transaction
- Keeping counter and shop area clean and free of debris, sweeping all areas and adhering to all Health Department regulations
- Cleaning all equipment, including but not limited to: coffee machine, microwave, etc.
- Checking identification of customers to verify age requirement for all purchases of alcoholic beverages
- Restocking all food and non-food items, as needed
- Balancing cash receipts

Participants must:

- * Be able to work well with others in stressful situations
- * Maintain a neat and clean appearance at all times
- * Be flexible with scheduling procedures and be able to work weekends, mornings, or holidays as needed

English Level: Excellent

- * This position requires the use of cleaning chemicals.

Internal Job Type: Cashier

No Students being hired: 11

Age requirement: None

Wage: 12.00 + tips/per hour

Details:

Dress Code: Uniform

Wilderness at the Smokies, Sevierville, TN

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If participants would like to purchase additional uniform shirts, they may purchase them from Wilderness at the Smokies. For each additional shirt, the employer will deduct the amount of the shirt from the participant's paycheck. The cost of the shirt will be approximately \$20 each.

Participants are required to bring their own black pants, which they must wear with their uniform shirt while on shift. Shorts, capri pants, or leggings are not allowed.

Participants are also required to bring their own black non-slip, close toed shoes (for example, sneakers or tennis shoes), which they must wear while they are on shift. Open toed shoes or sandals are not allowed.

Requirements:

Non-smoker:

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Lifeguard Certified:

☐

Ski:

☐

CPR Certified:

☐

Swimmer:

☐

Job Type: Cleaning Staff

Job Description:

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Park Attendants are responsible for general cleaning and set up of the waterpark.

Essential job duties include the following:

- Pressure wash all surfaces of the waterpark floors and stair towers weekly
- Pool Vacuuming
- Setting up and inspection of umbrellas
- Cleaning tables and chairs
- Scrubbing concrete areas
- Cleaning bathrooms
- Cleaning up of AFR (Accidental Fecal Release) and AVR (Accidental Vomit Release)
- Cleaning slides
- Carrying and fixing inflatable tubes
- Picking up trash and changing trash bins
- Sweeping
- Blowing walkways
- All other duties assigned by manager

To perform this job successfully, participants must be able to perform each of the above duties satisfactorily and must:

- * Have an aptitude for guest service and take pride in Wilderness standards of excellence in cleanliness
- * Be flexible with scheduling availability. The resort is open 365 days/year, including holidays and weekends.
- * Be able to work well with others in stressful situations and have a positive attitude
- * Maintain a neat and clean appearance at all times

English Level: Great

*This job requires the use of cleaning chemicals.

Internal Job Type: Park Services

No Students being hired: 5

Age requirement: None

Wage: 12.00/per hour

Details:

Dress Code: Uniform

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Participants are required to bring their own black pants, which they must wear with their uniform shirt while on shift. Shorts, capri pants, or leggings are not allowed.

Participants are also required to bring their own black non-slip, close toed shoes (for example, sneakers or tennis shoes), which they must wear while they are on shift. Open toed shoes or sandals are not allowed.

Requirements:

Non-smoker:

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Lifeguard Certified:

☐

Ski:

☐

CPR Certified:

☐

Swimmer:

☐

Job Type: **Cashier**

Job Description:

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ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Daily inspections before operation
- Operating attractions such as the Rock Wall, Laser Tag, Drop Ride, and Ropes Course
- Explaining and enforcing rules and requirements for various attractions
- Ensuring safety by constantly monitoring activity and stopping unsafe behavior
- Cashiering responsibilities such as cash handling, upselling, and providing information on various locations
- Using a scanning system to redeem tickets for product
- Keeping the work area clean and stocked at all times
- General cleaning of the arcade after close and during slow times (Vacuuming, mopping, sweeping, trash pick-ups, wiping down games etc.)
- Maintaining a positive, professional, and friendly attitude at all times
- Maintaining a professional appearance
- Working as a team to complete tasks on a daily basis
- All other duties assigned by manager

Excellent English is required in this role.

The use of cleaning chemicals is required in this role.

Internal Job Type: Arcade Associate/Cashier

No Students being hired: 5

Age requirement: None

Wage: 12.00/per hour

Details:

Dress Code: Uniform

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Participants are required to bring their own black pants, which they must wear with their uniform shirt while on shift. Shorts, capri pants, or leggings are not allowed.

Participants are also required to bring their own black non-slip, close toed shoes (for example, sneakers or tennis shoes), which they must wear while they are on shift. Open toed shoes or sandals are not allowed.

Requirements:

Non-smoker:

☐

Lifeguard Certified:

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Ski:

☐

CPR Certified:

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Swimmer:

☐

Job Type: Park Attendant

Job Description:

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Wilderness at the Smokies, Sevierville, TN

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SUMMARY: Admission Cashiers are trained to work in various areas within the Admissions department of Soaky Mountain Waterpark. These positions include: parking booth, ticket sales, season pass sales and processing, bag check, ticket scanning, and the Guest Services tent.

ESSENTIAL DUTIES:

- Parking Booth: taking payment for parking, scanning RFID wristbands of season pass holders who have already paid for season parking, and scanning barcodes for parking that was purchased online.
- Ticket Sales: selling of daily admission tickets to guests.
- Season pass sales and processing includes the selling of season passes as well as processing season passes that were purchased online.
- Bag Check: looking into the bags of guests before allowing entry to the park to ensure that no banned items are permitted into the park.
- Ticket Scanning: scanning daily admission tickets and season passes to ensure they are valid before allowing guests entry to the park.
- Guest Services: check in of cabana rentals are checked in before guests are permitted to enter their cabanas. It also includes the selling of cabanas for day-of use as well as assisting with general questions.
- All other duties assigned by manager

These duties require the use of a Point of Sale system, ability to read and write, and basic understanding of US currency. Sitting, standing, reaching, and basic communication skills are involved.

This position will be working outdoors and be exposed to the weather.

Great English is required of this position.

Internal Job Type: Admissions Cashier

No Students being hired: 5

Age requirement: None

Wage: 12.00/per hour

Details:

Dress Code: Uniform

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Participants are required to bring their own black pants, which they must wear with their uniform shirt while on shift. Shorts, capri pants, or leggings are not allowed.

Participants are also required to bring their own black non-slip, close toed shoes (for example, sneakers or tennis shoes), which they must wear while they are on shift. Open toed shoes or sandals are not allowed.

Requirements:

Non-smoker:

☐

Lifeguard Certified:

☐

Ski:

☐

CPR Certified:

☐

Swimmer:

☐

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Wilderness at the Smokies, Sevierville, TN

October 4, 2024

Job Type: Busser

Job Description: SUMMARY: A busser is responsible for clearing tables as soon as the customers leave the restaurant and work closely with the dishwashers to make sure that there are always clean dishes and flatware for each table

ESSENTIAL DUTIES AND RESPONSIBILITIES: This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

- Remove all dirty dishes from the tables
- Sanitize each table and wipe out all of the chairs
- Assist the dishwashers if they fall behind
- Make sure the trash in the kitchen area stays picked up
- Empty the trash bin at the end of the shift
- All other duties assigned by manager

Internal Job Type: Busser

No Students being hired: 3

Age requirement: None

Wage: 11.00/per hour

Details:

Dress Code: Uniform

Employer will provide 2 uniform tops.

Participant must provide black slacks and black athletic-style shoes.

Requirements:

Non-smoker:

☐
☐
☐

Lifeguard Certified:

☐
☐
☐

Ski:

CPR Certified:

Swimmer:

Job Benefits (bonuses, incentives):

Wilderness at the Smokies is a resort hotel and indoor water park located in Sevierville, Tennessee. Onsite attractions include:

- The Wild WaterDome Indoor Waterpark, a state-of-the-art 66,000 square foot indoor waterpark,
- The Wilderness Adventure Forest, a 25,000 square foot indoor family entertainment center, and
- The Adventure Forest's Mega Arcade, the entertainment center's arcade, filled with over 100 games, for all ages.

* Participants will have free access to use the Wilderness at the Smokies water park while they are not on shift; however, they must bring their own swimsuit when visiting the water park for personal use. Participants may not wear their uniform swimsuit when visiting the water park for personal use.

*Wilderness at the Smokies will waive the \$150 housing deposit and the \$50 administrative housing fee for participants who are hired as Lifeguards.

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Is there a Social Security Admin office near you: Yes **Are you willing to take student to the SSA office?:** Yes

SSA office details:

The employer will arrange weekly trips to the Social Security office in Knoxville, TN. Trips will be scheduled on Wednesdays at 8AM. Trips will be free of charge for participants.

The Social Security office is located at:

8530 Kingston Pike
Knoxville, TN 37919

Phone: +1-866-331-9091

Hours:

Monday 9:00 AM - 4:00 PM
Tuesday 9:00 AM - 4:00 PM
Wednesday 9:00 AM - 12:00 PM
Thursday 9:00 AM - 4:00 PM
Friday 9:00 AM - 4:00 PM
Saturday Closed
Sunday Closed

Participant Requirements

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

- Great work ethic
- Strong communication skills
- Flexibility and enthusiasm

Flexibility with participants' schedule is required. Friends may not be able to work the same shifts or have the same days off.

Second jobs are permitted but students must maintain their schedule requirements at Wilderness at the Smokies, their primary placement.

The employer reserves the right to change a participant's position if they are not performing to standards.

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

Not applicable.

Are you interested in being a Greenheart Employer?

☐

Yes

☒

No

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

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Wilderness at the Smokies, Sevierville, TN

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What type of housing is available?

☒ **Dormitory** ☐ **Shared Apartments** ☐ **Other**

Brief description of housing:

Housing consists of 2 dormitory-style buildings, each of which can accommodate up to 280 individuals, for a total capacity of 560. There are 70 rooms per building, and participants will be assigned in same gendered groups of 4 to each room. Males and females will not be assigned to the same room.

Each room has 2 sets of bunk beds. Participants in each room will share a bathroom. Participants will be assigned a private closet for personal belongings, but they must bring or purchase their own lock for the closet. Each building will have a shared kitchen, laundry room, and sitting area on each floor.

Wilderness at the Smokies will provide participants with linens for their bed, a laundry bag, bath towels, and a washcloth.

The housing is located on Wilderness at the Smokies property approximately 1 mile from the hotel and resort and 0.5 miles from the Soaky Mountain Waterpark.

Address: 305 Gist Creek Rd

City, State, Zip: Sevierville, TN 37876

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 checked="" type="checkbox"/> Computer	<input checked="" type="checkbox"/> Internet	<input checked="" type="checkbox"/> WiFi	<input type="checkbox"/> Private Bathroom	

Rent of this housing (per participant)? \$90 per week

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

Are utilities included? ☒ Yes ☐ No Approx. cost of utilities (per participant)? Utilities are included, but the employer recommends participants budget \$20 per month for laundry.

Is a housing deposit required upon arrival? Yes (upon arrival)

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Upon arrival participants are required to pay a non-refundable \$50 administrative fee, a \$150 security deposit, and first 2 week's rent. The total amount participants are required to pay upon arrival is \$380. Participants can purchase bed linens for \$40 if needed.

The \$150 housing deposit is refundable upon move out if the room is clean and undamaged and the participant works through their End Date.

Participants are required to clean their rooms throughout the season. The employer will conduct weekly housing inspections. If participants' rooms are not clean, they will be charged a \$5 cleaning fee per day until they have cleaned their rooms.

Prior to move-out, the employer will schedule a final housing inspection with each participant to determine whether the housing has been left clean and undamaged.

If participants quit or are fired from their job, participants will have 48 hours to move out and find new housing.

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

Transportation To and From Work

How far is this housing from the job site? .5 - 1 mile Not applicable

How will the student get to and from work? Walk or Bike

What is the approximate ONE WAY travel time to work? 20 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: 865-868-4471
24-Hour Security Dispatch

☒ **PLANE**

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

Arrival to (city, airport): McGhee Tyson Airport (TYS) Alcoa, TN

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? 40 miles

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Special instructions/comments regarding participant's arrival:

Participants should arrive at McGhee Tyson Airport (TYS), located in the town of Alcoa, TN. The employer will not be providing participants an airport pick-up. Participants will have to arrange their own transportation from the airport to their housing at Wilderness at the Smokies, located at 305 Gists Creek Road, Sevierville, TN 37876, approximately 40 miles from the airport.

Participants' transportation options from the airport to their housing are to (1) use a free church shuttle or (2) take a taxi or Uber.

FREE CHURCH SHUTTLE: The World Harvest Embassy/N4C International Students Ministry is a Christian religious organization that provides resources to Work and Travel participants. N4C will pick up participants for free from McGhee Tyson Airport and drop them off at their participant housing at Wilderness at the Smokies. If participants wish to use this service, they **MUST** sign up for a pickup on the church's website prior to their arrival in the U.S. The website is <http://www.setalight.org>.

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TAXI OR UBER: Participants can also take a taxi or Uber from McGhee Tyson Airport to their housing. A one-way taxi ride from the airport to participant housing may cost up to \$100. This cost is an estimate and is subject to change. Participants can find listings for local taxi companies and information about Uber and Lyft from the airport on the airport's website, at: <https://flyknoxville.com/ground-transportation/#tbTaxis> and <https://flyknoxville.com/ground-transportation/#tbRideShare>.

Two of the taxi companies listed on the airport's website are 1-n-Only Airport Taxi (phone: +1-865-740-8026, website: <https://1nonlytaxi.com/>) and Airport Yellow Cab (phone: +1-865-789-1019, website: <https://www.cmtemplates.net/knoxville/services.html>). Another local taxi company is Mountain View Taxi (phone: +1-865-809-9186).

Participants must arrive at their housing and check into their housing between the hours of 8 am and 5 pm. If participants arrive outside of these hours, they will **NOT** be able to check into their housing until the following morning, and they **MUST** book a hotel room at a local hotel. 2 hotels in Sevierville, which are each located approximately 1.5 miles from Wilderness at the Smokies are the Super 8 hotel and the Econo Lodge Hotel. The average nightly rate for a hotel room at these hotels is approximately \$100 per night plus tax; however, this rate is only an estimate and is subject to change.

The contact information for these hotels is included below:

Super 8 by Wyndham Sevierville Riverside
Address: 1410 Winfield Dunn Pkwy, Sevierville, TN 37876
Phone: (865) 280-0950
Website: <https://www.wyndhamhotels.com/>

Econo Lodge
Address: 680 Winfield Dunn Pkwy, Sevierville, TN 37876
Phone: (865) 429-7797
Website: <https://www.choicehotels.com/>

Participants **MUST** also provide their employer with advanced notice of their arrival plans and notify the employer immediately in case of any changes to their arrival plans. Participants should review and follow the instructions below for notifying their employer about their arrival plans:

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- As soon as they have accepted their job offer, participants **MUST** contact Wilderness at the Smokies' International Recruiting Manager, Victoria Hurst, at vhurst@wildernessatthesmokies.com, to confirm that they understand the Participant Travel instructions and to notify Victoria of their anticipated arrival date in Sevierville.
- As soon as their flight and travel arrangements are secured, participants **MUST** notify Victoria of their arrival plans. Participants should email their arrival plans to vhurst@wildernessatthesmokies.com.
- Two weeks prior to their arrival in the U.S., participants **MUST** also contact Victoria to confirm their planned arrival date and time, email their finalized travel plans, and confirm again that they understand the Participant Travel instructions. Participants should email this information to vhurst@wildernessatthesmokies.com.

☒ **BUS**

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

Arrival to (city, station): Knoxville, TN

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? 40 miles

Special instructions/comments regarding participant's arrival:

Participants may also arrive at Hartsfield–Jackson Atlanta International Airport in Atlanta, GA, which is located 260 miles from participants' housing in Sevierville, TN. Upon arrival at the Atlanta airport, participants will have to arrange their own transportation to the Atlanta Bus Station in Atlanta and take a Greyhound bus to Knoxville, TN.

From the Atlanta airport, participants can take a taxi or Uber or public transportation to the Atlanta Bus Station, located at 232 Forsyth St SW, Atlanta, GA 30303. A taxi or Uber will cost approximately \$25. This price is only an estimate and is subject to change.

Participants may also take public transportation in Atlanta, by using the MARTA train. From the Atlanta airport, participants should take the Red or Gold Line train to Garnett Transit Station, and then walk to the Atlanta Bus Station. The one-way MARTA train ticket fare is \$2.50. For more information about MARTA train routes, schedules, and fares, participants should visit <https://www.itsmarta.com/>

Upon arrival at the Atlanta Bus Station in Atlanta, located at 232 Forsyth St SW, Atlanta, GA 30303, participants can purchase a Greyhound bus ticket to Knoxville, TN. A one-way bus ticket to Knoxville can range in cost from \$20-\$55. This cost is only an estimate and is subject to change.

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 information can be found online at:
• <https://www.greyhound.com/en/help-and-info/ticket-info/payment-ticket-options>

The Greyhound bus in Knoxville, TN, stops at the Knoxville Bus Station, located at 100 E Magnolia Ave, Knoxville, TN 37917. For more information about the Knoxville Bus Station, participants can visit:
• <https://locations.greyhound.com/bus-stations/us/tn/knoxville/bus-station-400433>

Upon arrival in Knoxville, participants will have to arrange their own transportation from the bus station to their housing at Wilderness at the Smokies, located at 1425 Old Knoxville Hwy, Sevierville, TN

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37876, approximately 40 miles from the bus station. The employer will not provide a bus station pickup.

Participants' transportation option from the airport to their housing is to take a taxi or Uber.

FREE CHURCH SHUTTLE: The World Harvest Embassy/N4C International Students Ministry is a Christian religious organization that provides resources to Work and Travel participants. N4C will pick up participants for free from the Knoxville Bus Station and drop them off at their participant housing at Wilderness at the Smokies. If participants wish to use this service, they **MUST** sign up for a pickup on the church's website prior to their arrival in the U.S. The website is <http://www.setalight.org>.

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TAXI OR UBER: A one-way taxi or Uber ride from the Knoxville Bus Station to participant housing at Wilderness at the Smokies may cost up to \$100. This cost is an estimate and is subject to change. Participants can find listings online for local taxi companies in Knoxville.

Two taxi companies that operate in Knoxville are Knoxville Taxi Cab (Phone: +1-865-691-1900 and +1-865-406-9105) and SafeTaxi (Website: <https://safetaxi.business.site/>, Phone: +1-865-405-2841).

Participants must arrive at their housing and check into their housing between the hours of 8 am and 5 pm. If participants arrive outside of these hours, they will **NOT** be able to check into their housing until the following morning, and they **MUST** book a hotel room at a local hotel. 2 hotels in Sevierville, which are each located approximately 1.5 miles from Wilderness at the Smokies are the Super 8 hotel and the Econo Lodge Hotel. The average nightly rate for a hotel room at these hotels is approximately \$100 per night plus tax; however, this rate is only an estimate and is subject to change.

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Phone: (865) 280-0950
Website: <https://www.wyndhamhotels.com/>

Econo Lodge
Address: 680 Winfield Dunn Pkwy, Sevierville, TN 37876
Phone: (865) 429-7797
Website: <https://www.choicehotels.com/>

Participants **MUST** also provide their employer with advanced notice of their arrival plans and notify the employer immediately in case of any changes to their arrival plans. Participants should review and follow the instructions below for notifying their employer about their arrival plans:

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- Two weeks prior to their arrival in the U.S., participants **MUST** also contact Victoria to confirm their

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planned arrival date and time, email their finalized travel plans, and confirm again that they understand the Participant Travel instructions. Participants should email this information to vhurst@wildernessatthesmokies.com.

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?

Tourist Area

Not applicable

Please provide a brief description of your community:

Sevierville is located in the state of Tennessee, in the South of the United States, next to the towns of Pigeon Forge and Gatlinburg. During the summer, the area receives a large influx of tourists, who come to visit the many exciting parks and attractions.

The towns are known for their beautiful scenery. They are located in the mountains of East Tennessee, next to The Great Smoky Mountains National Park, which is the United States' number one, most visited National Park.

Some of the many popular tourist attractions and destinations in Pigeon Forge and Gatlinburg include:

- Dollywood Family Amusement Park and Dollywood's Splash Country
- The Hollywood Wax Museum
- The Titanic Museum Attraction
- Ripley's Aquarium of the Smokies
- Ripley's Believe It or Not! Museum

The area is also known for its local sweets and candies, like chocolate fudge and saltwater taffy. Participants can try candy in Gatlinburg at:

- The Ole Smoky Candy Kitchen
- Aunt Mahalia's Candies

Is there anything special that students should bring?

Participants should be prepared for hot temperatures during the summer season. The employer recommends that participants bring clothes appropriate for hot weather, for example short-sleeve shirts and shorts.

If participants are interested in outdoor activities, the employer recommends that they bring or purchase hiking shoes or boots appropriate for those activities.

Participants are also reminded to bring and apply sunscreen and to bring a water bottle, to help prevent sunburn and dehydration.

What are the seasonal temperatures?

Spring: 45-70 Fahrenheit

Summer: 75-100 Fahrenheit

Fall: 45-72 Fahrenheit

Winter: 25-47 Fahrenheit

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

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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:

The area is filled with shopping, shows, fun things to do, and great attractions. Visitors can enjoy hunting, fishing, hiking, ATV riding, rafting canoeing, horseback riding or just generally having a great time under the open skies. Sevierville is approximately 20 miles from Great Smoky Mountains National Park, America's most visited national park and the only one that is free to enter and enjoy.

There is a public transportation Trolley service, called the Fun Time Trolley, that connects the communities of Sevierville, Pigeon Forge, and Gatlinburg.

The one-way fare is \$0.50-\$2.00 for each trip. A season pass can be purchased from the trolley station for \$30 for the whole summer.

The trolley travels from the Walmart in Sevierville through Pigeon Forge and into Gatlinburg. It also goes to Dollywood.

More information on the Fun Time Trolley and current rates can be found at:

- <http://www.cityofpigeonforge.com/trolley.aspx>
- <https://www.gatlinburg.com/trolley/>

List of interesting area websites:

<https://www.wildernessatthesmokies.com/>
<https://www.facebook.com/Wildernessatthesmokies/>
<https://soakymountainwaterpark.com/>
<https://www.facebook.com/SoakyMountain/>
<http://visitsevierville.com/>
<http://www.seviervilletourism.com/>
<http://www.seviervillechamber.org/>

Is there wireless internet available?

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WiFi is available at participants' housing and at local cafes, restaurants, and local libraries. At local cafes, it is customary to purchase a menu item to use WiFi service for free.

Public libraries are located in Sevierville and Pigeon Forge at:

King Family Library
408 High Street
Sevierville, TN 37862
Phone: +1-865-453-3532
Website: <http://www.sevierlibrary.org/>

Pigeon Forge Public Library
2449 Library Dr
Pigeon Forge, TN 37863
Phone: +1-865-429-7490
Website: <http://www.cityofpigeonforge.com/library.aspx>

Additional Comments:

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For additional support in the area (including assistance with airport pickups, transportation to and from the local Social Security Office, housing support, and cultural programming), participants may contact the Sevier International Students Outreach Program or the World Harvest Embassy/N4C International Students Ministry.

The Sevier International Students Outreach Program is a local Community Support Group that provides resources specific to Work and Travel participants. Contact information for the Sevier International Students Outreach Program can be found on their website at: <http://j1sisop.com/>.

The World Harvest Embassy/N4C International Students Ministry is a Christian religious organization that provides resources to Work and Travel participants, including taking participants to the Social Security office every Wednesday free of charge. Participants must sign up for this service in advance at <http://www.setalight.org>. Additional contact information for the N4C International Student Ministry can be found at <http://www.nations4christ.org> or <https://gem.godaddy.com/p/377889>.

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Wilderness at the Smokies is also NOT in any way affiliated with any of the above organizations and is not responsible for any services provided by the Sevier International Students Outreach Program or by the World Harvest Embassy/N4C International Students Ministry. Participants may contact these organizations at their own discretion.

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.

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