



# CULTURAL HOMESTAY INTERNATIONAL

CHI BRINGS PEOPLE TOGETHER SINCE 1980!

## JOB DESCRIPTION

### USA WORK & TRAVEL PROGRAM



### *Employer Information*

**Employer name:** Adventureland Inn  
**Type of business:** Hotel & Campground  
**Job location:** Adventureland Inn  
**City:** ALTOONA  
**State:** IA  
**Zip:** 50009  
**Website:** [www.adventureland-inn.com](http://www.adventureland-inn.com)

### *Why choose us?*

Employee perks (free admission to amusement park), close to Des Moines area, employee appreciation days, Prairie Meadows Racetrack and Casino. We work as a team and respect and appreciate our workers.

### *Cultural exchange activities*

Baseball games, movie night at local theater, Omaha zoo, Mall of America. Downtown Des Moines.

### *Position*

**Job title:** Front Desk Agent

**Job description and required skills:** Advanced English. Advanced computer skills needed. Will greet guests, handle phones, reservations, checking guests in and out, American currency & credit card transactions. Must handle guest complaints with understanding & compassion, in a friendly & helpful way. Must be very customer service oriented. General knowledge of hotel including amenities and being able to assist with guest needs regarding the hotel, amusement park, campground and surrounding area as far as local businesses, all in a courteous and friendly manner. Top priority is customer service – you must make guests feel welcome and ensure their needs are met.

**English level required:** advanced

**Hourly wage (before taxes):** \$9.50

**Position ID:** 32767



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## Position Information

|   |  |
|---|--|
| Tips:   | no   |
| Bonus:  | no   |
| Estimated hours per day:  | 6-8  |
| Number of days per week:  | 4-6  |
| Possibility of students getting more than estimated hours:  | yes  |
| If so, is overtime paid at the rate of 1.5 hourly, after 40 hours of work per week?   | yes  |
| Earliest start date:  | 05/15/2017   |
| Latest start date:  | 06/30/2017   |
| Earliest end date:  | 08/21/2017   |
| Latest end date:  | 10/09/2017   |
| Is the employer willing to hire couples?  | yes  |
| Is the employer willing to hire group of friends?   | yes  |
| Are meals included?   | no   |
| Meals details (discount, cost, # of meals):   | there is a discount  |
| Is a drug test required?  | no   |
| Is Skype interview required?  | no   |
| Do students complete an additional application upon arrival?  | yes  |
| Possibility to find a second job in the area  | yes  |
| <b>Second jobs require you to contact CHI at <a href="mailto:chiwt@chinet.org">chiwt@chinet.org</a> or 1-800-432-4643 to receive the required form. The new potential employer will need to complete it. Both you and the employer will need to sign and return it to CHI for approval.</b> |  |
| <b>You can work with a new secondary employer ONLY AFTER you have received written authorization from CHI.</b>  |  |
| Additional comments regarding second job:   | This job must be your first priority. A second job cannot interfere with your scheduled hours. |
| How soon after arrival will participants begin working?   | Within a day or two of arrival.  |
| Specific instructions for arrival to employer:  | Please see Welcome Letter.   |
| Is training required?   | yes  |
| Conditions of training:   | Training will be provided.   |
| Is there possibility to change positions?   | no   |
| Are students required to wear a uniform?  | yes  |
| Does employer provide uniform?  | yes  |
| Cost of uniform:  | \$20 for pants   |
| Is uniform refundable?  | no   |



**Do students need to purchase specific clothes or footwear?**      yes

**If so, details for clothing:**      Employer will provide shirts. Please bring black pants, khaki pants, black or white tennis shoes. Must be showered, natural hair color, men's hair has to be shorter than a collar shirt. Hair must be pulled back at all times and clean. No visible tattoos. Ear piercing allowed for women only & no more than two piercings per ear. No ear piercings for men. No facial piercings. Good hygiene must be maintained, including daily showering, use of deodorant and laundered clothes.

**Additional information:**

Must have a great team attitude, and be a dependable, hard working, friendly and very trustworthy and honest individual. You may be cross trained in other areas to assist with if needed. Employer guarantees a minimum of 32 hours per week.

## *Housing Information*

**Housing name:**      Adventureland Inn - Must Arrange Own

**Housing address:**

**City:**      Altoona, IA

**Website:**

**Housing assisted by:**      Must Arrange Own

**Is student required to sign a separate housing contract?**      no

**Is housing cost deducted from paycheck?**      no

**Is housing deposit refundable?**      no

**Utilities included:**      no



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|--|--|
| <b>Is the housing mandatory?</b>                                   | no   |
| <b>Can students find alternative housing during their stay?</b>    | no   |
| <b>Location of work site best described as:</b>                    | Metropolitan   |
| <b>Location details:</b>   | Des Moines is the capital and the biggest city in the state of Iowa. There are multiple activities available during the summer months including free festivals, miles of trails and outdoor concerts.<br>population: 206,599 |
| <b>Average daily temperature:</b>                                  | Summer: High 86 F; Low 62 F  |
| <b>Community or regional website:</b>                              | <a href="http://www.dmgov.org">www.dmgov.org</a>   |
| <b>Nearest cities:</b>   | N/A  |
| <b>Distance to nearest cities:</b>                                 | N/A  |
| <b>What to wear:</b>   | Summer: Light clothing, shorts, t-shirts, light jacket   |
| <b>Available public transportation:</b>                            | DART (Des Moines Area Regional Transportation)   |
| <b>Public transportation access:</b>                               | <a href="http://www.ridedart.com">www.ridedart.com</a>   |
| <b>Accessible amenities (by walking or public transportation):</b> |  |
| <b>Food market:</b>  | yes  |
| <b>Shopping mall:</b>  | yes  |
| <b>Post office:</b>  | yes  |
| <b>Bank:</b>   | yes  |
| <b>Movie theater:</b>  | yes  |
| <b>Restaurants:</b>  | yes  |
| <b>Fitness center:</b>   | yes  |
| <b>Laundry:</b>  | yes  |
| <b>Internet café:</b>  | yes  |
| <b>Public library:</b>   | yes  |

CHI will have some solid Housing Options for you by February 2017. Your Program Coordinator will work with you and set up a Facebook group to make communications easy with all the students working for Adventureland Inn.



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## *Suggested Travel Information*

|  |   |
|--|---|
| <b>Nearest international airport:</b>  | Des Moines International/O'Hare   |
| <b>Nearest airport:</b>  | Des Moines International/O'Hare   |
| <b>Transportation from airport to employer and / or housing:</b>             | no  |
| <b>Bus information (web site):</b>   | www.ridedart.com  |
| <b>Nearest train information (to the airport):</b>                           | Osceloa Station   |
| <b>Train information (web site):</b>   | NA  |
| <b>If participant arrives after hours suggested, overnight accomodation:</b> | Adventureland Inn - 1 night only if arrive after hours  |
| <b>Cost per night:</b>   | \$99 per student for one night only   |
| <b>Transportation to overnight accomodation:</b>                             | Taxi or bus   |
| <b>Transportations cost:</b>   | About \$35 taxi ride  |
| <b>Specific instructions:</b>  | Make sure you arrange your housing BEFORE you come to the USA. Must work with your Program Coordinator. |

## *Social Security Information*

|  |   |
|--|---|
| <b>Does the company require students to have Social Security number before arriving to the work place?</b> | no  |
| <b>Does the company provide Social Security application assistance?</b>                                    | yes   |
| <b>Where is the closest Social Security office?</b>  | Des Moines, IA  |
| <b>How far is the Social Security office from the work place?</b>  | 12.5 miles (20 kilometers)  |
| <b>Specific instructions:</b>  | YOU MUST REGISTER WITH SEVIS BEFORE APPLYING FOR YOUR CARD. AFTER 10 DAYS YOU CAN APPLY at: Riverpoint OFC Complex, 455 SW 5th St, Ste F, Des Moines, IA 50309; Telephone:1-800-772-1213; Hours: Mon & Tue 9am - 4pm, Wed 9am - 12pm, Thu & Fri 9am - 4pm, except Federal holidays. Remember to get a receipt - it is the only proof that you have applied! |



## WELCOME LETTER Cultural Homestay International

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### Adventureland Inn

3200 Adventureland Drive, Altoona, IA 50009  
<http://www.adventureland-inn.com/>

### Employer contact information

Bri Fors  
Email: [bri@adventureland-inn.com](mailto:bri@adventureland-inn.com)  
Phone: (515) 957-5702

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Hello Participants,

I will be your Program Coordinator during your Work & Travel program. My name is **Lindsey Buckle**. I am here to help you prepare for your exciting season in **Altoona, Iowa**, working for **Adventureland Inn**! This packet contains very important information regarding your travels, so please be sure to READ IT IN FULL, and print a copy to bring with you to the United States.

\* If you have not yet purchased a plane ticket, you should do so as soon as possible. **Let CHI and your employer know your flight information!**

**\*IF YOU WERE DENIED YOUR VISA AND ARE RECEIVING THIS EMAIL RESPOND TO THE SENDER AND LET THEM KNOW YOU ARE NOT COMING!**

If you have any question, please don't hesitate to contact me at [chilindsey@chinet.org](mailto:chilindsey@chinet.org), or my Employment Services Manager; **Mary Wolfe** ([chimaryw@chinet.org](mailto:chimaryw@chinet.org)).

For general questions and emergencies, you may always contact CHI's Main Office at 1(800) 432-4643.

Have a safe trip!

Sincerely,

Lindsey Buckle, ESM Admin, Program Coordinator, Western Region  
[chilindsey@chinet.org](mailto:chilindsey@chinet.org)  
Facebook: [LIKE us on CHI Western Region](#)

### **1. BEFORE DEPARTURE**

Read your CHI Student Handbook. You should have received this from your agency.

Bring:

- Documents: Passport, J-1 Visa, DS 2019, sponsorship letter, job offer
- \$1000 US available (transportation from airport, housing deposits, food, etc.)
- Carry On (a change of clothes, medicines, copy of this letter) Always keep your important paperwork with you while traveling. Do NOT pack it!
- Contact your employer by email to notify him/her of your specific arrival time.
- Plan your flight accordingly: if your final destination is 5 hours away, make sure your flight arrives early in the day OR you have made a reservation at a hostel to stay overnight.
- **Log into [www.sevis.org](http://www.sevis.org) as soon as you know your flights so you can enter your flight information!**

## **2. CONTACT YOUR EMPLOYER**

The contact person at **Adventureland Inn** is **Bri Fors**; you must contact **Bri** and **CHI** and let us know your flight information and when EXACTLY you will be arriving!

Please email **Bri** immediately at [bri@adventureland-inn.com](mailto:bri@adventureland-inn.com). **Please also email me at [chilindsey@chinet.org](mailto:chilindsey@chinet.org) with your exact arrival information and to confirm receipt of this letter!**

UNIFORM: Your employer will provide your work shirts, you are responsible for your pants and tennis shoes. Pants must be black or khaki in color, shoes must be white or black and close-toed. You will be working with the public so it is important for you to look neat and friendly! No open toe shoes or sandals!

## **3. HOUSING:**

You must arrange your own housing. Please see attached housing document.

## **4. DIRECTIONS FROM THE AIRPORT TO YOUR HOUSING**

You must take a taxi or shuttle from the airport to your housing in Altoona.

## **5. SEVIS**

**Before you arrive in USA-** Log in to [www.sevis.org](http://www.sevis.org) and enter your flight information as soon as you purchase your flight ticket.

**After you arrive in USA** - Log into the SEVIS system within THREE days of your arrival to the United States!

Any delay can affect your Social Security Card application, which then affects WHEN YOU CAN START WORKING! VALIDATE YOUR SEVIS STATUS IMMEDIATELY!

- a. Log in to [www.sevis.org](http://www.sevis.org) upon arrival in the USA. If you can't log in then you need to call us.
- b. Call CHI at 1(800) 432-4643 if you can't log on to complete the SEVIS validation process.
- c. Refer to your Student Handbook if you need specific instructions about how to log in. (Most public libraries have internet access – speak with library staff about your temporary stay in the US. )
- d. **Log back in after 3 days to make sure your visa status has been validated – this is a requirement BEFORE applying for a social security number!**

## **6. APPLYING FOR A SOCIAL SECURITY NUMBER**

- **Validate your Visas in SEVIS.**
- **Then wait approximately 10 days and visit the closest social security office at:**

Riverpoint OFC Complex, 455 SW 5th St, Ste F  
Des Moines, IA 50309

1-800-772-1213

Social Security Office Hours: Mon & Tue 9am - 4pm, Wed 9am - 12pm, Thu & Fri 9am - 4pm, except Federal holidays. Closed Saturday & Sunday.

**PLEASE REMEMBER TO GET A RECEIPT AT THE SOCIAL SECURITY OFFICE. IT'S YOUR ONLY PROOF THAT YOU APPLIED!**

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**We look forward to meeting you!!**

For general questions and emergencies, you may always contact CHI Main Office at  
1-800-432-4643