



PlumpJack Inn - Front Desk Agent

HOST INFORMATION

Company Description:

Welcome to PlumpJack Inn, a rustic, boutique hotel set amid the Sierra Nevada Mountains in beautiful North Lake Tahoe! We are located at the base of Palisades Tahoe Ski Resort in Olympic Valley, California. Lake Tahoe is a splendid place to be outdoorsy any time of the year. With world-class skiing, hiking, mountain biking, and so much more to experience, it is the perfect location to spend your Work and Travel experience.

Our hotel consists of 55 rooms and a fine dining restaurant. We offer dinner service as well as après during the winter months. The PlumpJack Inn is apart of a larger company, The PlumpJack Group, which includes several restaurants and wineries in the San Francisco Bay area!

We offer quarterly employee appreciation events, employee discounts, as well as a FUN and exciting work environment!

Host Website: <https://www.plumpjackinn.com/>

Site of Activity: PlumpJack Inn

Parent Account Name: PlumpJack Inn

Host Address: 1920 Squaw Valley Rd Olympic Valley , California , 96146

Nearest Major City: Reno , Nevada , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

- Greet each guest who enters the Lodging Reception Center, answer phone calls, answer all questions with accurate responses.
- Book reservations, respond to emails and electronic reservations, check-in new guests, check out guests, and provide any necessary services to ensure a customer's satisfaction.
- Review lodging transactions daily to ensure that accurate and timely revenues and expenses are recorded.
- Responsible for setting up all aspects of the Front Desk for Night Auditors. Pass along all important issues to other front desk employees during shift changes.
- Aid guests with questions that involve calling businesses, i.e. taxi, theater, airlines, car rentals.
- Use computer system to perform all check-in and check-out functions
- Participates in the sales culture of the front desk by booking walk-ins, upselling reservations, and taking advantage of any promotional

products offered at the front desk.

- Accountable for monies received at Front Desk and responsible for turning in all monies to accounting.
- Use computer systems to prepare and send backup to credit card company.
- Run all necessary reports and programs to ensure a successful end of day.
- Maintain a guest-friendly atmosphere with music and a neat work environment
- Utilize checklists to ensure that all job functions are completed
- Follow procedures and coordinates efforts with Security during any emergency (Power outage, fire, etc.)
- Maintain a neat and professional appearance; must wear proper uniform while on duty.

Typical Schedule:

AM Shift is 7am-3pm and PM shift is 3pm-11pm. Employee must be available to work weekends and holidays.

Drug Test required: No

COMPENSATION

Hourly Wage: \$20

Eligible for Tips: Yes

Tips are earned based on total gift baskets handed out and is divided amongst all front desk employees based upon the hours worked in a pay period.

Estimated weekly wages including tips: \$600

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 30

Potential fluctuation in hours per week:

Average number of hours per week reached by last year's seasonal employees: 30

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Family meal and retail/food and beverage discounts are offered to all employees. Employees are eligible for Palisades Tahoe ski pass.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: Yes

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Other qualifications or conditions

Description:

WORKING CONDITIONS: Works indoors throughout shift in temperature-controlled, clean, and well-lighted office and lobby areas. May need to walk, travel by cart and or van within the property and be responsible for off site errands where necessary.

PHYSICAL DEMANDS: Stands or sits at desk for extended periods for approximately 90% of shift. Walks approximately 10% of shift. Constantly required to interact with people of all kinds in a courteous, friendly, helpful and diplomatic manner. Bends, climbs, stoops and lifts to perform routine job tasks. Occasionally required to handle and move objects weighing up to 40 lbs. over short to moderate distances. Heavy use of phones, daily.

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

No prior certifications are needed. Upon arrival, employees will attend new hire orientation and complete the California Harassment Prevention Course.

Need to wear uniform: Yes

Uniform Policy:

Black attire and closed toed shoes. These are not provided by the employer.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Professional appearance is expected.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

There are also plenty of exciting events that happen in the Palisades Tahoe Village. This summer there is a reggae festival, Tuesday Bluesdays, Guitar Strings and Chicken Wings contest, and more!

Local Cultural Offering:

This summer there is a reggae festival, Tuesday Bluesdays, Guitar Strings and Chicken Wings contest, and more to be hosted in the valley. Not to mention other concert series across the lake in Tahoe City, Truckee, and Kings Beach.

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

When searching for a place to live, you will want to look in the following towns. o Olympic Valley o Alpine Meadows o Tahoe City o Truckee o Homewood o Tahoma o Carnelian Bay o Kings Beach o Incline Village Properties come up for rent and many times, they sign a lease with a tenant within the first week of their property being listed. Being diligent and checking everyday for housing is an extremely beneficial and successful tactic. Being one of the first to contact a landlord about their listing is one of the only ways to secure housing. Current listings are below. o Zillow o Landing locals o Tahoe North Rentals - <https://www.tahoenorthrentals.com/> o Tahoe Moon Rentals - <https://tahoemoonproperties.com/> o <https://www.agatebay.com/> o <https://www.granitepeakmanagement.com/> o <https://www.tahoerentalcompany.com/> o Facebook Marketplace o Roomster - Facebook App for housing listings o Craigslist- <https://reno.craigslist.org/search/hhh?>

Minimum Average Cost Per Week: \$150

Maximum Average Cost Per Week: \$250

Transportation for Community Housing Description:

You will want to try looking for housing that is somewhere along the TART bus route. The TART bus system is a free bus system, and it has bus routes that extend from Truckee, Tahoma, and Incline Village. You can find the bus schedules on their website, <https://tahoetruckeetransit.com/>. The bus stop in Olympic Valley is less than a five-minute walk to the PlumpJack Inn and is called the Clock Tower bus stop. Please research the routes and times before signing any lease!

ARRIVAL INFORMATION

Arrival Instructions:

We recommend that all students fly into Reno International Airport (RNO). This is the closest major airport and has a lot of options for finding lastminute cost-effective items you may need to make your time in Tahoe more comfortable. We are about 42 miles from the Reno Tahoe International Airport located in Reno, NV. Visit renoairport.com for more information.

Other airport options include San Francisco International Airport SFO ~210 miles and 3.5 hours away. Oakland International Airport OAK ~202 miles and 3.5 hours away. Lastly, Sacramento International Airport SMF ~120 miles and 2 hours away.

Transportation to the Lake Tahoe Basin is minimal. See below for your options

Option 1: Greyhound Bus. This option requires transfers. The bus station is a few minutes from the airport. Take a taxi to the bus station (Estimated cost- \$15 USD per taxi) then take the Bus from Reno, Nevada to Truckee, California (\$12.50 USD per person). Once in Truckee, take the TART bus from Truckee to your destinations. (FREE)

Option 2: North Lake Tahoe Express: This is shuttle service that leaves from the airport. Call 1-866-216-5222 to make a reservation, or go online: <http://northlaketahoeexpress.com/>

Option 3: Taxi Service: Each taxi company charges a different rate so research before you book a taxi. The following are some local taxi companies. All Star Taxi- 530-448-2552, www.taxitahoe.com. Truckee River Taxi- 530-386-3935, <http://truckeerivertaxi.com/airport.html>. Any Time Taxi- 530-414-4187, <http://www.anytimetaxi.net/>. Uber or Lyft – This can be expensive, so we recommend you use this service if you have several in your group.

The address if the PlumpJack Inn is 1920 Olympic Valley Road, Olympic Valley, CA 96146. if you have trouble finding the office, you can call the front desk at 530-586-1576 and they will be able to direct you. The office is open Monday - Friday from 9am-4pm. It is imperative to communicate your arrival times to our office so we can be sure to best assist you on your arrival!

Suggested Arrival Airport:

San Francisco International Airport, SFO, Over 50 miles

Reno Tahoe International Airport (RNO), RNO, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$150 to \$200

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Peppertree Inn
645 North Lake Blvd
Tahoe City, California 96145
\$75 to \$100*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

There is additional paperwork sent to new hires via "ADP." It is encouraged that this paperwork is filled out online prior to arrival. If not, this paperwork can be filled out in person upon arrival. It is best filled out on a computer. It is not a phone friendly website!

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

As of April 7th, 2022, the Social Security Administration allows walk ins and does not require an appointment to be made ahead of time. You can find the closest social security office at this website, <https://secure.ssa.gov/ICON/main.jsp#officeResults>.

Nearest SSA Office: Reno , Nevada , Less than 50 miles

Other:

Wage Payment Schedule:

All Employees will be paid on a semi-month basis. Pay periods run from the 1st-15th and the 16th-last day of every month. Should the 5th or 20th fall on a weekend, employees receive their check the Friday before the pay date.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

A professional, clean, well-groomed appearance shows respect for the guest, for PlumpJack, for your co-workers, and just as importantly, yourself. Attention must be paid to every aspect of dress and grooming before and during your shift. Above all, use good judgment.

Second Job Availability: Yes, likely

Applicable Company Policies:

Additional Company Guidelines:

- *Perfume and cologne should not be noticeable.*
- *Frequent washing of hands, especially when handling food and always after using the restroom, eating, handling garbage or any type of cleanup project, combing hair and/or smoking.*
- *Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders.*
- *Kitchen staff must wear hair (if long) tied back and under a hat. Avoid touching your hair while working.*
- *Fingernails must be kept clean and neatly clipped.*
- *Keep jewelry minimal and tasteful.*
- *Makeup must be subtle, lightly applied and appropriate.*
- *Clothing must be appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, ironed and tasteful. Avoid clothing that can create a safety hazard.*
- *Shoes are to be clean; they cannot be open at the toe or heel unless working in an office environment. Please check with HR for more details.*
- *Kitchen personnel must always wear appropriate uniforms such as aprons, jackets and non-slip shoes.*
- *In compliance with CDC requirements and the company's COVID-19 safety standards, employees are required to wear face coverings at all times while working their scheduled shifts. Though PlumpJack will provide face coverings, employees may wear their own as long as these are compliant with CDC recommendations and do not pose a risk of harm to the employee or his or her work environment, or contain inappropriate language or graphics that may be offensive to co-workers, customers, vendors or others in the workplace.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Restaurants

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Fitness Center, Internet Cafe, Public Library



PlumpJack Inn - Dishwasher/Prep Cook

HOST INFORMATION

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Site of Activity: PlumpJack Inn

Parent Account Name: PlumpJack Inn

Host Address: 1920 Squaw Valley Rd Olympic Valley , California , 96146

Nearest Major City: Reno , Nevada , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Duties Include:

- Wash plates, flatware, glassware, pots, pans and all kitchen equipment using industrial dishwasher. Hand wash delicate and large items as needed.*
- Follow all sanitation standards.*
- Restock tableware and other supplies in service area and kitchen.*
- Assist kitchen and bus staff as needed.*
- Assist with restaurant opening and closing procedures as needed.*
- Wash, clean, chop, dice, grate, slice a variety of meat, poultry vegetables and other food items.*
- Cut, portion, clean, peeling, slice, chop, measure and mix ingredients such as meats, vegetables, etc.*

- Maintaining and following proper food handling procedure, clean and sanitary work areas.
- Maintaining adherence at all California food handler's sanitation standards.

Typical Schedule:

1pm-9pm Thursday-Monday

Seasonal changes to job duties or available hours: Yes

The business is currently down to a five day operation due to a staffing shortage. Should we be able to hire enough employees, we could potentially be open for lunch and dinner 7 days a week.

Drug Test required: No

COMPENSATION

Hourly Wage: \$19

Eligible for Tips: Yes

Employees in the kitchen are part of a tip pool from the front of house staff. Kitchen employees are given a percentage of front of house tips earned.

Estimated weekly wages including tips: \$610

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

During holiday weeks, employees may be expected to work more than their average amount of hours. The kitchen is also influenced by the amount of conferences/weddings/and groups.

Average number of hours per week reached by last year's seasonal employees: 40

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Employee receive family meal during their shift as well as retail/food and beverage discounts. Employees are also eligible for a Palisades Tahoe ski pass.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Other qualifications or conditions

Description:

WORKING CONDITIONS: Works indoors throughout shift in clean, well-lighted kitchen area or outdoors as service needs dictate. Frequently works behind hot range. Makes occasional short trips to walk-in freezer and refrigerator. Kitchen may be moist, odorous, and warm from cooking foods. Kitchen floor is uneven, and may be slippery from moisture and grease. Business levels may require fast work pace. Bi-level structure. Outdoors: exposure to outdoor temperature variation. Bi-level structure. PHYSICAL DEMANDS: Stands and walks short distances throughout shift. Bends, stoops, reaches, pushes, pulls, and lifts to perform routine job tasks. Frequently required to handle and move objects weighing up to 50 lbs. over short to moderate distances. Flexibility and good reflexes required to operate electric cart. Must be able to work under pressure.

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Employees will need to obtain their CA Food Handlers Card in order to work with food in the kitchen. Other company trainings will be address in the new hire orientation at the beginning of the season.

Need to wear uniform: Yes

Uniform Policy:

Employees must wear non slip closed toed shoes and are expected to have their hair pulled back out of their face. If an employee has a beard, it is expected to be trimmed and they may be asked to wear a beard/hair net during their shift. a white PlumpJack kitchen shirt will be provided to the employee as part of their uniform0

Cost of uniform: \$0

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

Employees must follow uniform code.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

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Community Housing Options:

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Minimum Average Cost Per Week: \$150

Maximum Average Cost Per Week: \$250

Transportation for Community Housing Description:

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Suggested Arrival Airport:

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Reno Tahoe International Airport (RNO), RNO, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$150 to \$200

If arriving after regular hours:**Suggested After-Hours Accommodation:**

Peppertree Inn
645 North Lake Blvd
Tahoe City, California 96145
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

There is additional paperwork sent to new hires via "ADP." It is encouraged that this paperwork is filled out online prior to arrival. If not, this paperwork can be filled out in person upon arrival. It is best filled out on a computer. It is not a phone friendly website!

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

As of April 7th, 2022, the Social Security Administration allows walk ins and does not require an appointment to be made ahead of time. You can find the closest social security office at this website, <https://secure.ssa.gov/ICON/main.jsp#officeResults>.

Nearest SSA Office: Reno , Nevada , Less than 50 miles

Other:

Wage Payment Schedule:

All Employees will be paid on a semi-month basis. Pay periods run from the 1st-15th and the 16th-last day of every month. Should the 5th or 20th fall on a weekend, employees receive their check the Friday before the pay date.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

A professional, clean, well-groomed appearance shows respect for the guest, for PlumpJack, for your co-workers, and just as importantly, yourself. Attention must be paid to every aspect of dress and grooming before and during your shift. Above all, use good judgment.

Second Job Availability: Yes, likely

Applicable Company Policies:

Additional Company Guidelines:

- *Perfume and cologne should not be noticeable.*
- *Frequent washing of hands, especially when handling food and always after using the restroom, eating, handling garbage or any type of cleanup project, combing hair and/or smoking.*
- *Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders.*
- *Kitchen staff must wear hair (if long) tied back and under a hat. Avoid touching your hair while working.*
- *Fingernails must be kept clean and neatly clipped.*
- *Keep jewelry minimal and tasteful.*
- *Makeup must be subtle, lightly applied and appropriate.*
- *Clothing must be appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, ironed and tasteful. Avoid clothing that can create a safety hazard.*
- *Shoes are to be clean; they cannot be open at the toe or heel unless working in an office environment. Please check with HR for more details.*
- *Kitchen personnel must always wear appropriate uniforms such as aprons, jackets and non-slip shoes.*
- *In compliance with CDC requirements and the company's COVID-19 safety standards, employees are required to wear face coverings at all times while working their scheduled shifts. Though PlumpJack will provide face coverings, employees may wear their own as long as these are compliant with CDC recommendations and do not pose a risk of harm to the employee or his or her work environment, or contain inappropriate language or graphics that may be offensive to co-workers, customers, vendors or others in the workplace.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Restaurants

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Fitness Center, Internet Cafe, Public Library



PlumpJack Inn - Line Cook

HOST INFORMATION

Company Description:

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Site of Activity: PlumpJack Inn

Parent Account Name: PlumpJack Inn

Host Address: 1920 Squaw Valley Rd Olympic Valley , California , 96146

Nearest Major City: Reno , Nevada , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

- Prepare cold food sandwiches, salads, and dressings.
- Basic vegetable prep, slicing, dicing and proper handling.
- Preparations and handling of meat, fish, vegetables, starches, etc.
- Basic hot food preparation.
- Frying, grilling, baking, roasting and poaching techniques.
- Saucier, butter sauces and all other sauces.
- Prepare all necessary menu items, including soups and sauces, as directed by the team leaders.
- Proficiency in knife and equipment skills.
- Keep recipe and set up documentation.

- Follow recipe cards exactly and assist in preparing new cards for specials or new menus.
- Learn and work both sides of the outlet kitchen and banquet stations.
- Set up the mise en place for the station.
- Time the cooking of food to ensure that the entrees from each order are completed at the same time.
- Check the quality of food produced at the station, ensuring consistency of each mise en place.
- Arrange food on the plates, ensuring an attractive presentation.
- Assist with dish up for banquet functions.
- Add garnishes to complete plates of food.
- Help all other cooks and all other lines as needed, contributing to an environment of team work.
- Assist special events as needed.
- Be cost conscious at all times.
- Rotate food in coolers, dry storage and personal mise en place to ensure freshness and reduce waste and spoilage.
- Keep work areas and refrigerators clean and neat at all times.
- Clean, care for and store all equipment. Clean cooking surfaces.
- Report all faulty equipment or unsafe conditions to team leader.
- Work with butcher to ensure consistent product, portions, cuts, amounts and inventory pars.
- Contribute a list of needed items to the daily food order.
- Discuss daily events and production schedule with the team leaders.
- Make suggestions to improve the quality of food production and presentation.
- May assist with other duties such as washing dishes, bussing, stocking, and other cleaning duties as needed.
- Participate in trash, recycling, and compost sorting efforts.
- Maintaining and following proper food handling procedure, clean and sanitary work areas.
- Maintaining adherence at all California food handler's sanitation standards.

Typical Schedule:

Thursday-Monday from 2pm-10pm

Seasonal changes to job duties or available hours: Yes

The Café is closed on Tuesday and Wednesday but we might have banquets on those days so employees will be expected to be available.

Drug Test required: No

COMPENSATION

Hourly Wage: \$22

Eligible for Tips: Yes

a percentage of tips are allocated from servers to the kitchen staff. Totals are determined based on the amount of regular hours that are worked by each employee and the tips go on their paycheck.

Estimated weekly wages including tips: \$903.01

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Changes are based on business levels

Average number of hours per week reached by last year's seasonal employees: 38

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Employees are entitled to family meal only during the days they work.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: Yes

Must have worked in a kitchen for at least a year and have experience prepping food.

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Employees may be required to assist in lifting of boxes.

Standing for entire shift

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Employees will learn the proper PlumpJack way of food preparation, cooking, and storage. All kitchen staff must have a California Food

Handler card as well as have taken the harassment prevention training required by the state.

Need to wear uniform: Yes

Uniform Policy:

Non slip grip shoes, black/dark pants, and a chef jacket will be provided by the company.

Cost of uniform: \$0

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

Perfume and cologne should not be noticeable. Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders. Kitchen staff must wear hair (if long) tied back and under a hat. Clothing must be appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, ironed and tasteful. Avoid clothing that can create a safety hazard. Shoes are to be clean; they cannot be open at the toe or heel.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

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HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

When searching for a place to live, you will want to look in the following towns. o Olympic Valley o Alpine Meadows o Tahoe City o Truckee o Homewood o Tahoma o Carnelian Bay o Kings Beach o Incline Village Properties come up for rent and many times, they sign a lease with a tenant within the first week of their property being listed. Being diligent and checking everyday for housing is an extremely beneficial and successful tactic. Being one of the first to contact a landlord about their listing is one of the only ways to secure housing. Current listings are below. o Zillow o Landing locals o Tahoe North Rentals - <https://www.tahoenorthrentals.com/> o Tahoe Moon Rentals - <https://tahoemoonproperties.com/> o <https://www.agatebay.com/> o

<https://www.granitepeakmanagement.com/> o <https://www.tahoerentalcompany.com/> o Facebook Marketplace o Roomster – Facebook App for housing listings o Craigslist- <https://reno.craigslist.org/search/hhh?>

Minimum Average Cost Per Week: \$150

Maximum Average Cost Per Week: \$250

Transportation for Community Housing Description:

You will want to try looking for housing that is somewhere along the TART bus route. The TART bus system is a free bus system, and it has bus routes that extend from Truckee, Tahoma, and Incline Village. You can find the bus schedules on their website, <https://tahoetruckeetransit.com/>. The bus stop in Olympic Valley is less than a five-minute walk to the PlumpJack Inn and is called the Clock Tower bus stop. Please research the routes and times before signing any lease!

ARRIVAL INFORMATION

Arrival Instructions:

We recommend that all students fly into Reno International Airport (RNO). This is the closest major airport and has a lot of options for finding lastminute cost-effective items you may need to make your time in Tahoe more comfortable. We are about 42 miles from the Reno Tahoe International Airport located in Reno, NV. Visit renoairport.com for more information.

Other airport options include San Francisco International Airport SFO ~210 miles and 3.5 hours away. Oakland International Airport OAK ~202 miles and 3.5 hours away. Lastly, Sacramento International Airport SMF ~120 miles and 2 hours away.

Transportation to the Lake Tahoe Basin is minimal. See below for your options

Option 1: Greyhound Bus. This option requires transfers. The bus station is a few minutes from the airport. Take a taxi to the bus station (Estimated cost- \$15 USD per taxi)the take the Bus from Reno, Nevada to Truckee, California (\$12.50 USD per person). Once in Truckee, take the TART bus from Truckee to your destinations. (FREE)

Option 2: North Lake Tahoe Express: This is shuttle service that leaves from the airport. Call 1-866-216-5222 to make a reservation, or go online: <http://northlaketahoeexpress.com/>

Option 3: Taxi Service: Each taxi company charges a different rate so research before you book a taxi. The following are some local taxi companies. All Star Taxi- 530-448-2552, www.taxitahoe.com. Truckee River Taxi- 530-386-3935, <http://truckeerivertaxi.com/airport.html>. Any Time Taxi- 530-414-4187, <http://www.anytimetaxi.net/>. Uber or Lyft – This can be expensive, so we recommend you use this service if you have several in your group.

The address if the PlumpJack Inn is 1920 Olympic Valley Road, Olympic Valley, CA 96146. if you have trouble finding the office, you can call the front desk at 530-586-1576 and they will be able to direct you. The office is open Monday - Friday from 9am-4pm. It is imperative to communicate your arrival times to our office so we can be sure to best assist you on your arrival!

Suggested Arrival Airport:

San Francisco International Airport, SFO, Over 50 miles

Reno Tahoe International Airport (RNO), RNO, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$150 to \$200

If arriving after regular hours:

Suggested After-Hours Accommodation:

Peppertree Inn
645 North Lake Blvd
Tahoe City, California 96145

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

There is additional paperwork sent to new hires via "ADP." It is encouraged that this paperwork is filled out online prior to arrival. If not, this paperwork can be filled out in person upon arrival. It is best filled out on a computer. It is not a phone friendly website!

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

As of April 7th, 2022, the Social Security Administration allows walk ins and does not require an appointment to be made ahead of time. You can find the closest social security office at this website, <https://secure.ssa.gov/ICON/main.jsp#officeResults>.

Nearest SSA Office: Reno , Nevada , Less than 50 miles

Other:

Wage Payment Schedule:

All Employees will be paid on a semi-month basis. Pay periods run from the 1st-15th and the 16th-last day of every month. Should the 5th or 20th fall on a weekend, employees receive their check the Friday before the pay date.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

A professional, clean, well-groomed appearance shows respect for the guest, for PlumpJack, for your co-workers, and just as importantly, yourself. Attention must be paid to every aspect of dress and grooming before and during your shift. Above all, use good judgment.

Second Job Availability: Yes, likely

Applicable Company Policies:

Additional Company Guidelines:

- o Perfume and cologne should not be noticeable.*
- o Frequent washing of hands, especially when handling food and always after using the restroom, eating, handling garbage or any type of cleanup project, combing hair and/or smoking.*
- o Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders.*
- o Kitchen staff must wear hair (if long) tied back and under a hat. Avoid touching your hair while working.*
- o Fingernails must be kept clean and neatly clipped.*
- o Keep jewelry minimal and tasteful.*

- *Makeup must be subtle, lightly applied and appropriate.*
- *Clothing must be appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, ironed and tasteful. Avoid clothing that can create a safety hazard.*
- *Shoes are to be clean; they cannot be open at the toe or heel unless working in an office environment. Please check with HR for more details.*
- *Kitchen personnel must always wear appropriate uniforms such as aprons, jackets and non-slip shoes.*
- *In compliance with CDC requirements and the company's COVID-19 safety standards, employees are required to wear face coverings at all times while working their scheduled shifts. Though PlumpJack will provide face coverings, employees may wear their own as long as these are compliant with CDC recommendations and do not pose a risk of harm to the employee or his or her work environment, or contain inappropriate language or graphics that may be offensive to co-workers, customers, vendors or others in the workplace.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Restaurants

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Fitness Center, Internet Cafe, Public Library



PlumpJack Inn - Busser

HOST INFORMATION

Company Description:

Welcome to PlumpJack Inn, a rustic, boutique hotel set amid the Sierra Nevada Mountains in beautiful North Lake Tahoe! We are located at the base of Palisades Tahoe Ski Resort in Olympic Valley, California. Lake Tahoe is a splendid place to be outdoorsy any time of the year. With world-class skiing, hiking, mountain biking, and so much more to experience, it is the perfect location to spend your Work and Travel experience.

Our hotel consists of 55 rooms and a fine dining restaurant. We offer dinner service as well as après during the winter months. The PlumpJack Inn is apart of a larger company, The PlumpJack Group, which includes several restaurants and wineries in the San Francisco Bay area!

We offer quarterly employee appreciation events, employee discounts, as well as a FUN and exciting work environment!

Host Website: <https://www.plumpjackinn.com/>

Site of Activity: PlumpJack Inn

Parent Account Name: PlumpJack Inn

Host Address: 1920 Squaw Valley Rd Olympic Valley , California , 96146

Nearest Major City: Reno , Nevada , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

- To understand and respond to all guest needs and requests in a timely manner, deferring to the Food Server, when necessary, to ensure customer satisfaction.
- To make the Food Server and Manager aware of all guest comments and complaints.
- To extend a courteous, friendly, and professional greeting to guests as they arrive, and to thank them as they depart.
- To ensure, as directed, with room set-up and breakdown, including setting and decorating tables; folding napkins; preparing condiments; filling salt, pepper, and sugar containers; and breaking down and storing tables and chairs.
- To keep all water glasses filled at all times (ice water and iced tea)
- To clear dishes as needed from tables in a timely manner.
- To prepare coffee, espressos, cappuccinos as directed.

- To clear tables from all debris with crumder.
- To support the bartenders in stocking, cleaning, and organizing the bar as directed.
- To reset tables throughout service efficiently.
- To satisfactorily perform all side duties as directed.
- To maintain the proper care and cleanliness of tableware and serving equipment, handling both to minimize breakage.
- To promote and comply with all policies and procedures of the Plumpjack Inn
- To immediately report all suspicious occurrences and hazardous conditions and avoid injury to self and others.
- To always keep floor clean.
- To leave the storage areas clean, organized and always secured
- To always maintain the cleanliness and safety of work areas and equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed

Typical Schedule:

Thursday-Monday 4pm-10pm

Drug Test required: No

COMPENSATION

Hourly Wage: \$15.5

Eligible for Tips: Yes

A percentage of server earned tips are allocated out to the busser each evening.

Estimated weekly wages including tips: \$665

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Fluctuations are based on the business levels.

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Employees received family meal on the days that they work.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Employees may be required to assist in the lifting and carrying of boxes up to 11kgs. They will also be required to carry trays of dishes and glassware to and from the kitchen.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

New employee will learn table numbers and locations of items necessary for their job. They will also be required to have a California Food Handler Card, Responsible Beverage training card, and must take the California mandated Harassment Prevention Training.

Need to wear uniform: Yes

Uniform Policy:

Employee must wear all dark clothing and non slip grip shoes.

Cost of uniform: \$50

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Perfume and cologne should not be noticeable. Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders. Kitchen staff must wear hair (if long) tied back and under a hat. Clothing must be appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, ironed and tasteful. Avoid clothing that can create a safety hazard. Shoes are to be clean; they cannot be open at the toe or heel.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

There are also plenty of exciting events that happen in the Palisades Tahoe Village. This summer there is a reggae festival, Tuesday Bluesdays, Guitar Strings and Chicken Wings contest, and more!

Local Cultural Offering:

This summer there is a reggae festival, Tuesday Bluesdays, Guitar Strings and Chicken Wings contest, and more to be hosted in the valley. Not to mention other concert series across the lake in Tahoe City, Truckee, and Kings Beach.

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

When searching for a place to live, you will want to look in the following towns. o Olympic Valley o Alpine Meadows o Tahoe City o Truckee o Homewood o Tahoma o Carnelian Bay o Kings Beach o Incline Village Properties come up for rent and many times, they sign a lease with a tenant within the first week of their property being listed. Being diligent and checking everyday for housing is an extremely beneficial and successful tactic. Being one of the first to contact a landlord about their listing is one of the only ways to secure housing. Current listings are below. o Zillow o Landing locals o Tahoe North Rentals - <https://www.tahoenorthrentals.com/> o Tahoe Moon Rentals - <https://tahoemoonproperties.com/> o <https://www.agatebay.com/> o <https://www.granitepeakmanagement.com/> o <https://www.tahoerentalcompany.com/> o Facebook Marketplace o Roomster - Facebook App for housing listings o Craigslist- <https://reno.craigslist.org/search/hhh?>

Minimum Average Cost Per Week: \$150

Maximum Average Cost Per Week: \$250

Transportation for Community Housing Description:

You will want to try looking for housing that is somewhere along the TART bus route. The TART bus system is a free bus system, and it has bus routes that extend from Truckee, Tahoma, and Incline Village. You can find the bus schedules on their website, <https://tahoetruckeetransit.com/>. The bus stop in Olympic Valley is less than a five-minute walk to the PlumpJack Inn and is called the Clock Tower bus stop. Please research the routes and times before signing any lease!

ARRIVAL INFORMATION

Arrival Instructions:

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Option 3: Taxi Service: Each taxi company charges a different rate so research before you book a taxi. The following are some local taxi companies. All Star Taxi- 530-448-2552, www.taxitahoe.com. Truckee River Taxi- 530-386-3935, <http://truckeerivertaxi.com/airport.html>. Any Time Taxi- 530-414-4187, <http://www.anytimetaxi.net/>. Uber or Lyft – This can be expensive, so we recommend you use this service if you have several in your group.

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Suggested Arrival Airport:

San Francisco International Airport, SFO, Over 50 miles

Reno Tahoe International Airport (RNO), RNO, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$150 to \$200

If arriving after regular hours:**Suggested After-Hours Accommodation:**

Peppertree Inn
645 North Lake Blvd
Tahoe City, California 96145
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

There is additional paperwork sent to new hires via "ADP." It is encouraged that this paperwork is filled out online prior to arrival. If not, this paperwork can be filled out in person upon arrival. It is best filled out on a computer. It is not a phone friendly website!

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

As of April 7th, 2022, the Social Security Administration allows walk ins and does not require an appointment to be made ahead of time. You can find the closest social security office at this website, <https://secure.ssa.gov/ICON/main.jsp#officeResults>.

Nearest SSA Office: Reno , Nevada , Less than 50 miles

Other:

Wage Payment Schedule:

All Employees will be paid on a semi-month basis. Pay periods run from the 1st-15th and the 16th-last day of every month. Should the 5th or 20th fall on a weekend, employees receive their check the Friday before the pay date.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

A professional, clean, well-groomed appearance shows respect for the guest, for PlumpJack, for your co-workers, and just as importantly, yourself. Attention must be paid to every aspect of dress and grooming before and during your shift. Above all, use good judgment.

Second Job Availability: Yes, likely

Applicable Company Policies:

Additional Company Guidelines:

- *Perfume and cologne should not be noticeable.*
- *Frequent washing of hands, especially when handling food and always after using the restroom, eating, handling garbage or any type of cleanup project, combing hair and/or smoking.*
- *Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders.*
- *Kitchen staff must wear hair (if long) tied back and under a hat. Avoid touching your hair while working.*
- *Fingernails must be kept clean and neatly clipped.*
- *Keep jewelry minimal and tasteful.*
- *Makeup must be subtle, lightly applied and appropriate.*
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- *Kitchen personnel must always wear appropriate uniforms such as aprons, jackets and non-slip shoes.*
- *In compliance with CDC requirements and the company's COVID-19 safety standards, employees are required to wear face coverings at all times while working their scheduled shifts. Though PlumpJack will provide face coverings, employees may wear their own as long as these are compliant with CDC recommendations and do not pose a risk of harm to the employee or his or her work environment, or contain inappropriate language or graphics that may be offensive to co-workers, customers, vendors or others in the workplace.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Restaurants

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Fitness Center, Internet Cafe, Public Library



PlumpJack Inn - Host

HOST INFORMATION

Company Description:

Welcome to PlumpJack Inn, a rustic, boutique hotel set amid the Sierra Nevada Mountains in beautiful North Lake Tahoe! We are located at the base of Palisades Tahoe Ski Resort in Olympic Valley, California. Lake Tahoe is a splendid place to be outdoorsy any time of the year. With world-class skiing, hiking, mountain biking, and so much more to experience, it is the perfect location to spend your Work and Travel experience.

Our hotel consists of 55 rooms and a fine dining restaurant. We offer dinner service as well as après during the winter months. The PlumpJack Inn is part of a larger company, The PlumpJack Group, which includes several restaurants and wineries in the San Francisco Bay area!

We offer quarterly employee appreciation events, employee discounts, as well as a FUN and exciting work environment!

Host Website: <https://www.plumpjackinn.com/>

Site of Activity: PlumpJack Inn

Parent Account Name: PlumpJack Inn

Host Address: 1920 Squaw Valley Rd Olympic Valley, California, 96146

Nearest Major City: Reno, Nevada, Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

- To understand and respond to all guest needs and requests in a timely and professional manner, deferring to the F&B Manager, when necessary, to ensure customer satisfaction.
- To extend a courteous, friendly, and professional greeting to guests at arrival, and to thank them at departure.
- To make the manager aware of all guest comments and complaints.
- To be aware, always, of current house count, visiting VIP's and hotel functions, to provide personalized service to guests.
- To provide prompt, efficient, and gracious service, in person or over the telephone, including making restaurant reservations, greeting guests with salutations, seating guests as they arrive, providing menus, and responding to all requests for information regarding the restaurant and hotel.
- To oversee and ensure continuity of service in the dining room, including assisting service staff, as necessary.

- To ensure proper rotation of service stations when seating guests.
- To ensure the cleanliness and good condition of all menus, check presenters and wine lists used during each shift.
- To void or make changes to guest checks, as needed, to ensure customer satisfaction and correct procedures.
- To requisition from Purchasing, as directed, any storeroom items that need to be replenished.
- To properly record covers, staffing, service flow and guest comments in logbook, for each shift.
- To represent PlumpJack in a positive and professional manner as requested and continually promote SVI internally and externally by attending special events when requested and building relationships both on and off property.
- To promote and comply with all policies and procedures of PlumpJack Hotels, LLC.
- To immediately report all suspicious occurrences and hazardous conditions and avoid injury to self and others.
- To always maintain the cleanliness and safety of work areas and equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

Typical Schedule:

Thursday-Monday 2pm-10pm

Drug Test required: No

COMPENSATION

Hourly Wage: \$15.5

Eligible for Tips: Yes

a percentage of server tips will be allocated out to the host each evening.

Estimated weekly wages including tips: \$665

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Hours will fluctuate based on the business levels.

Average number of hours per week reached by last year's seasonal employees: 35

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Employee will be eligible to receive family meal during their shift.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: Yes

Thursday

Training requirements:

Employee will be trained on the POS system used (Open table). They will also learn to answer phones with confidence, make reservations, confirm reservations, and be able to answer general questions about the cafe. The host will need to complete their California mandated Harassment Prevention Training course.

Need to wear uniform: No

Dress Code: Yes

Description:

Perfume and cologne should not be noticeable. Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders. Kitchen staff must wear hair (if long) tied back and under a hat. Clothing must be appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, ironed and tasteful. Avoid clothing that can create a safety hazard. Shoes are to be clean; they cannot be open at the toe or heel.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

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There are also plenty of exciting events that happen in the Palisades Tahoe Village. This summer there is a reggae festival, Tuesday Bluesdays, Guitar Strings and Chicken Wings contest, and more!

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Minimum Average Cost Per Week: \$150

Maximum Average Cost Per Week: \$250

Transportation for Community Housing Description:

You will want to try looking for housing that is somewhere along the TART bus route. The TART bus system is a free bus system, and it has bus routes that extend from Truckee, Tahoma, and Incline Village. You can find the bus schedules on their website, <https://tahoetruckeetransit.com/>. The bus stop in Olympic Valley is less than a five-minute walk to the PlumpJack Inn and is called the Clock Tower bus stop. Please research the routes and times before signing any lease!

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Suggested Arrival Airport:

San Francisco International Airport, SFO, Over 50 miles

Reno Tahoe International Airport (RNO), RNO, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$150 to \$200

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Peppertree Inn
645 North Lake Blvd
Tahoe City, California 96145
\$75 to \$100*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

There is additional paperwork sent to new hires via "ADP." It is encouraged that this paperwork is filled out online prior to arrival. If not, this paperwork can be filled out in person upon arrival. It is best filled out on a computer. It is not a phone friendly website!

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

As of April 7th, 2022, the Social Security Administration allows walk ins and does not require an appointment to be made ahead of time. You can find the closest social security office at this website, <https://secure.ssa.gov/ICON/main.jsp#officeResults>.

Nearest SSA Office: Reno , Nevada , Less than 50 miles

Other:

Wage Payment Schedule:

All Employees will be paid on a semi-month basis. Pay periods run from the 1st-15th and the 16th-last day of every month. Should the 5th or 20th fall on a weekend, employees receive their check the Friday before the pay date.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

A professional, clean, well-groomed appearance shows respect for the guest, for PlumpJack, for your co-workers, and just as importantly, yourself. Attention must be paid to every aspect of dress and grooming before and during your shift. Above all, use good judgment.

Second Job Availability: Yes, likely

Applicable Company Policies:

Additional Company Guidelines:

- *Perfume and cologne should not be noticeable.*
- *Frequent washing of hands, especially when handling food and always after using the restroom, eating, handling garbage or any type of cleanup project, combing hair and/or smoking.*
- *Hair must be clean and well-groomed at all times, not covering your face and not falling in front of the shoulders.*
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- *Keep jewelry minimal and tasteful.*
- *Makeup must be subtle, lightly applied and appropriate.*
- *Clothing must be appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean, ironed and tasteful. Avoid clothing that can create a safety hazard.*
- *Shoes are to be clean; they cannot be open at the toe or heel unless working in an office environment. Please check with HR for more details.*
- *Kitchen personnel must always wear appropriate uniforms such as aprons, jackets and non-slip shoes.*
- *In compliance with CDC requirements and the company's COVID-19 safety standards, employees are required to wear face coverings at all times while working their scheduled shifts. Though PlumpJack will provide face coverings, employees may wear their own as long as these are compliant with CDC recommendations and do not pose a risk of harm to the employee or his or her work environment, or contain inappropriate language or graphics that may be offensive to co-workers, customers, vendors or others in the workplace.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Restaurants

In Town, Requires Transportation:

Food Market, Shopping Mall, Bank, Fitness Center, Internet Cafe, Public Library