



WORK & TRAVEL USA

Fair Hills Resort and Wildflower Golf Course - Resort Worker

HOST INFORMATION

Company Description:

Fair Hills Resort is a family vacation destination on beautiful Pelican Lake in Detroit Lakes, Minnesota. Fair Hills has been owned and operated by the Kaldahl family since 1926. It is very much a family business and all our staff is also considered like family!

Fair Hills is open from May 1 to Oct 7 and closed in the winter. Summers here are hot and sunny most of the time, with the temperatures cooling down in September and October. Our busiest time is from mid-June to the end of August when we run Family Season and our guests consist of large families who stay with us for a week at a time. Our guests have been coming and staying at Fair Hills for many years, some even for the last 50 years! Before and after our family weeks, we host company meetings, weddings, group outings, and many other events.

Staff come from around the world and around the US to spend a summer working here. About 60 staff members live at the resort during the summer, and we offer all staff 3 meals per day! Additionally, staff members enjoy many of the fun activities and amenities the resort offers in their free time, including swimming, kayaking, relaxing in the hot tub, playing billiards or ping pong, going down our massive slip-n-slide, singing and dancing in our Tuesday night variety show, and much more.

Company Benefits Include:

- Room and board (3 meals per day!!) at \$100.00 per week
- Access to all Fair Hills amenities in free time
- Planned staff activities
- 20% Discount on apparel and lodging

Host Website: <https://fairhillsresort.com/>

Site of Activity: Fair Hills Resort and Wildflower Golf Course

Parent Account Name: Fair Hills Resort and Wildflower Golf Course

Host Address: 24270 County Highway 20 , PO Box 6 , Detroit Lakes , Minnesota , 56501

Nearest Major City: Detroit Lakes , Minnesota , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

Resort Worker Job Description

As a resort worker, you will start in the housekeeping department when you arrive. Then you will follow one of two rotation paths; Housekeeping & Lobby or Housekeeping & Dining Room/Kitchen. All Resort Workers work in housekeeping on Saturdays which is our turnover day. Your rotation path will be determined by a few things; arrival date, previous experience and number of openings. Depending on when you arrive, you will spend at least a week or two in housekeeping before you start to train in your other rotational department.

The resort opens May 15th and closes September 30th in 2023. From May 15 - June 17, we run our conventions, meetings and wedding season; hosting a variety of groups and events. From June 18 - August 25, we run our weekly family vacation season. Then from August 26 - September 30, we host conventions, meetings and weddings again.

The weekly rotation period will run from June 18 - August 25. That is when you will work one week in one department and one week in another, back and forth. Prior to June 18, you will mainly work in housekeeping, train in your other department and work shifts in that department often but not on a consistent schedule like every other week. After August 25, your duties will be a mix of both departments, with the bulk of your hours during the week coming from housekeeping.

PLEASE LOOK AT OUR DOCUMENTS FOR A FULL RESORT WORKER JOB DESCRIPTION

Typical Schedule:

Your schedule will rotate between morning, afternoon, and evening shifts. You will typically work 5-6 days per week and anywhere from 35-40 hours per week. Overtime is NOT typically given.

Seasonal changes to job duties or available hours: Yes

By the end of August, weekends become busier and weekdays can be very slow at the resort. If you are willing to help other departments, there is always work available.

Drug Test required: No

COMPENSATION

Hourly Wage: \$11.5

Eligible for Tips: No

Estimated weekly wages including tips: \$460

Bonus: Yes

Earn up to a \$2.00 bonus per hour worked and is paid on final check. Bonuses are given to those who go above and beyond in giving the ultimate guest experience and fulfill their contract dates.

** All figures above are pre-tax*

Estimated average number of hours per week: 37

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Business demands and amount of staff available will dictate the number of hours given out. The middle of summer is busiest for our staff, but outside of that, there are sometimes only weekend guests.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Benefits Include: -Room and board (3 meals per day) at \$100.00 per week -Access to all Fair Hills amenities in free time -Planned staff activities -20% Discount on apparel/lodging

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Occasionally on the job you will be asked to lift and carry heavy objects of 25 pounds or more. If you are unsure of your ability to do so, please always ask for assistance and practice proper precaution.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Need to wear uniform: Yes

Uniform Policy:

New employees who are required to wear Fair Hills apparel will be provided with one (1) uniform shirt appropriate for the employee's position at no cost to the employee. Employees can keep the shirt provided to them or they can choose to return the shirt at the end of the season if it is in good, useable condition. Additional shirts may be purchased for prices ranging from \$15.00 to \$20.00 each, depending on the type of shirt.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Employees should be particularly conscious of maintaining dress and grooming that reflects a professional, business-like image. We reserve the right to limit any additional adornments, such as requiring the removal of piercings and/or the covering of tattoos. All clothing must be clean, pressed, and appropriate for the workplace. All employees should wear structured, appropriate bottoms along with their uniform shirts and name tags. All employees must wear closed-toed shoes.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Karaoke Nights or Talent Shows, Trips to Major City, Trips to Nearby/Major Attractions, Sporting Events, Movie or Game Nights, Shopping Trips, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

Notable Staff Activities Include:

- **Hootenanny - Staff musical variety show put on for our guests**
- **Talent Show/Karaoke Night**
- **International Presentations**
- **End of Summer Staff Trip to Minneapolis to visit:**
 - **Minnesota State Fair**
 - **Valley Fair Amusement Park**
 - **Downtown Minneapolis**
 - **Capitol Building**
 - **Mall of America**

Local Cultural Offering:

Detroit Lakes has many things to do; shopping, attractions, arts & entertainment, nature, sports & water activities. Fair Hills will organize two weekly staff trips to town.

Surrounding towns have county fairs going on throughout the summer, Fair Hills will plan trips to the fairs.

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

Employer-owned or employer-arranged housing description:

We have housing for about 60 staff (both Americans and International) on-site at Fair Hills Resort. Staff housing is located in staff cabins. Each staff cabin is one-bedroom, one-bathroom. You will have 2-3 roommates depending on your cabin assignment. We provide your bed, bed linens (sheets, blanket, pillow, etc.), bathroom towels, shower curtain, and toilet paper. Once you have your staff linens, you are responsible for laundering them during the summer. You can drink the water from the sink in your cabin. Staff housing and meals (room & board) is \$100 per week. This fee includes your cabin and meals; breakfast, lunch and dinner every day. The total amount will be deducted from your paycheck every 2 weeks. We do offer Wi-Fi resort-wide. Sometimes you'll get great service and sometimes it can be slow. It all depends on how many people are using it at any given time. We have the most and fastest service available to us in our rural location. A room deposit of \$50 will be taken out of your first paycheck. This deposit is refundable when you depart if you pass all your room inspections. We will pay you this deposit back in cash when you check-out and leave.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

Sometimes you'll get great service and sometimes it can be slow. It depends on how many people are using it at any given time. We have the fastest service available to us in our rural location.

Phone Service: Yes

Description:

We have landlines in the lobby and an onsite contact with a cell phone - Tanner, who is the Human Resources coordinator and who can provide his number.

Kitchen facilities: No

Description:

Laundry facilities: Yes

Description:

There are two laundry facilities with coin laundry. It is about \$1.50 to do a load of laundry, wash and dry.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Depending on the size of the cabin, you will have between 1 and 3 roommates. You can make some requests on roommate preference, but we cannot guarantee they will always be honored.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$50

Description:

A room deposit of \$50 will be taken out of your first paycheck.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

This deposit is refundable when you depart if you pass all your room inspections.

Details About Deposit Refund:

We will pay you this deposit back in cash when you check-out and leave.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Staff cabins are onsite, at the resort. No more than a 2-minute walk to their clock in station.

ARRIVAL INFORMATION

Arrival Instructions:

When you arrive in the USA, there are two airports we recommend that you fly into. Please email [Tanner\(tanner@fairhillsresort.com\)](mailto:tanner@fairhillsresort.com) before you depart your country with your travel arrangements so we know when and where to pick you up.

Fargo, North Dakota (FAR) – this airport is 1 hour away from Fair Hills. We will pick you up at the airport for \$25 (per person) and bring you to Fair Hills. This airport is more expensive to fly into but much closer and more convenient. We will pick you up at any time (day or night.)

Minneapolis/St. Paul, Minnesota (MSP) – this airport is 4 hours away from Fair Hills. When you fly into this airport, you will need to take the bus (Jefferson Lines, www.jeffersonlines.com) or train (Amtrak, www.amtrak.com) to Detroit Lakes, Minnesota. We will pick you up from either the bus or train station for free. The bus and train station in Detroit Lakes, MN is 15 minutes from Fair Hills. We will pick you up at any time (day or night.)

If you fly into Minneapolis, please arrange for your next mode of transportation before you arrive. Depending on what time you arrive, you may need to purchase your tickets in advance to get on the next bus or train. Please also plan for the potential that your flight may be delayed. You don't want to miss your bus or train because of a delayed flight. Sometimes if you arrive too late into Minneapolis you will have to stay overnight. There are many hotels in the area where you can stay. Consider that when making your travel plans.

The bus has numerous schedules depending on what day you arrive. The train only has one schedule. It departs Minneapolis every evening at 10:10 pm. And arrives in Detroit Lakes at 2:38 am. Often the train runs late. Don't worry if your train does run late. We watch the schedule before you arrive and will pick you up whenever the train arrives.

We will also assist you in obtaining your social security card. We will take you to the social security office within 2 weeks of your arrival to Fair Hills. Typically, those trips will be scheduled for Thursday at 1pm the week after you arrive.

We will organize trips to town (Detroit Lakes) twice a week. Once during an afternoon and once during an evening. Places to visit in town include the following; Wal-Mart, the bank, JCPenny's, the mall, restaurants, etc. You can ask to be taken anywhere in town. These two trips to town are FREE. A minimum of 3 people (not including the driver) is required for each trip to town. If you need to go to town at any other time, you will have to organize your own ride with someone who has a car & driver's license (many American staff will have their own cars at the resort). These extra trips are at your own expense.

Once a month, we can organize a trip to Fargo, North Dakota. This is the closest large city. Fargo has many places to shop included Target, Kohl's, Barnes & Noble, and a large mall. Trips to Fargo are \$15 per person. A minimum of 5 people (not including the driver) is required for trips to Fargo.

We also have bikes that you may rent and ride them into town. Detroit Lakes is located 13 miles away. The path is along the road and is relatively an easy ride. We have helmets and bike locks for you to use too.

Suggested Arrival Airport:

Minneapolis St. Paul International Airport, MSP, Over 50 miles

Hector International Airport, FAR, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

Fair Hills Resort
24270 Co. Highway 20
Detroit Lakes , Minnesota 56501
2188477638
\$0 to \$25

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

We will assist you in obtaining your social security card. We will take you to the social security office within 2 weeks of your arrival to Fair Hills. Typically, those trips will be scheduled for Thursday at 1pm the week after you arrive. You will need the following documents with you when you apply. • Passport • I-94 print out (Casey will print this for you) • DS-2019 • Social Security Application (Tanner has this for you to fill out) You will be paid the first payroll Thursday after you have applied for your social security card. We will do our best to make sure you have applied for your social security card before your first payroll. That way you will get paid right away and not have to wait. Your first paycheck will be for all the hours you've accumulated up until the first payroll date after you have applied for your social security card. So you may have worked 3-5 weeks before you get your first paycheck. It typically takes 2 weeks after you apply for you to get your card.

Nearest SSA Office: Fergus Falls , Minnesota , Less than 50 miles

Other:

Wage Payment Schedule:

You will be paid every two weeks on Thursday. Your paycheck is available for you to pick up in the main office afternoon on that payday. We will help you set you up with a free bank account so you can mobile deposit these checks.

Meal Plan: Mandatory

Estimated Cost Per Day: \$14

Meal Plan Description:

Room and Board are offered at an all-inclusive rate of \$100 per week which includes housing and 3 meals per day served in our Dining Room.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

We do not allow extremes in clothing, hair, jewelry, or make-up. Employees should be particularly conscious of maintaining dress and grooming that reflects a professional image. We reserve the right to limit any additional adornments, such as requiring the removal of piercings and/or the covering of tattoos. All clothing must be clean, pressed, and appropriate. Personal hygiene habits must be effective and not produce odors that are offensive to guests.

Second Job Availability: No, unlikely

Applicable Company Policies:

If you want to get a 2nd job, that is your choice. There are opportunities to find a 2nd job. It is up to you to find a 2nd job, Fair Hills will not assist you in looking. Since you were hired by and will live at Fair Hills Resort, your Fair Hills job comes first. The schedule that is set for you by your supervisor is the schedule that you will submit to your employer at your 2nd job. You cannot ask to switch your Fair Hills schedule to accommodate your 2nd job. Your 2nd job must accommodate your Fair Hills schedule.

You must notify your agency that you are working at a second job site. Please put it in writing when you contact them and inform Tanner. You must be able to still fulfill the needs of your Fair Hills job. It is possible that working 2 jobs may make you tired and therefore compromise your work. Tardiness will not be tolerated because you are tired from your other job. You must still be able to fulfill your job duties to the best of your ability. If you miss meals because of your other job, you will not get credit for them.

There are no businesses within walking distance of Fair Hills Resort. The town of Detroit Lakes is 12 miles away and will have more jobs available. There is also no available public transportation. In the past, international employees who have gotten 2nd jobs in town have purchased either a bicycle or car (and car insurance.) If you choose to purchase any of these items, you may do so on your own, we do not assist with these purchases. Here is a list of close local businesses. You can find their locations and contact information online.

- *Zorbaz Pelican Lake*
- *Ella Marie's Café*
- *Cormorant InnCormorant Pub*
- *TJ's Bistro*
- *Walmart in Detroit Lakes*

COMMUNITY AMENITIES

In Town, Requires Transportation:

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