WORK & TRAVEL USA

HAP Fairbanks Princess Riverside Lodge - Food Runner

HOST INFORMATION

Company Description:

Fairbanks Princess Riverside Lodge is part of Holland America Princess Alaska-Yukon, the largest tour operator in Alaska and the Yukon.

Located along the Chena River, minutes from Fairbanks International Airport and downtown, the lodge combines beautiful Alaskan scenery with convenient access to shopping, restaurants, transportation, and local attractions.

Employees work in a welcoming, team-oriented hospitality environment with coworkers from across the United States and around the world.

Seasonal and international employees gain valuable customer service experience, build friendships, and share their cultures while creating memorable guest experiences. Fairbanks is known for the Midnight Sun, with nearly 24 hours of daylight during summer.
Days are generally mild to warm, but mornings and evenings may be cool, so employees should bring layers and rain gear.

During time off, students can enjoy trails, parks, museums, river activities, local festivals, Alaska Native culture, Gold Rush history, and attractions such as Pioneer Park.

Employees may have access to competitive wages, overtime or additional work opportunities where available, employee discounts, and a referral bonus of up to $400. Fairbanks offers a unique cultural exchange experience with city conveniences and easy access to Alaska's wilderness.

Host Website: https://www.princesslodges.com/princess-alaska-lodges/fairbanks-lodge/

Site of Activity: HAP Fairbanks Princess Riverside Lodge

Parent Account Name: Holland America Princess Alaska

Host Address: 4477 Pikes Landing Rd Fairbanks , Alaska , 99709

Nearest Major City: Fairbanks , Alaska , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

Food and Beverage employees are required to perform various food and beverage related tasks including:
•Cooking or preparing food items according to procedures or recipes
•Placing food items on serving plates or dishes along with required condiments and utensils to present to customers.
•Preparing cold drinks, warm drinks, and other non-alcoholic beverages.
•All items must be prepared quickly and accurately ensuring no waste and in accordance with production and portion requirements and quality standards while maintaining a safe, sanitary work environment.
•All Food and Beverage employees will be responsible for maintaining and cleaning all Food Service areas including preparation tables, equipment, dishes, floors, supply areas, refrigerators, coolers, sales areas, and customer areas (tables, chairs, serving lines, condiment stands, etc.).
•Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
•Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages, and potential safety hazards.
•Attend departmental and team meetings as well as participate in all additional training courses.
•Perform all duties in a safe manner.
•Employees may be asked to move to different locations or job assignments within the property, as needed.
Other duties may be assigned

Drug Test required: No

COMPENSATION

Hourly Wage: $15

Eligible for Tips: No

Estimated weekly wages including tips: $600

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: 50

Potential fluctuation in hours per week:

Depending on the time of the season, hours may fluctuate.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Referral program - receive up to $400 for every person you refer to work with Holland Princess America! Bonus paid after the summer season.

JOB REQUIREMENTS

English Level required:

★★★★☆☆ Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Will be required to lift food trays and dishes.
Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

on-the-job training

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Uniform details will be provided to students during the hiring process, and before the student travels

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Professional, neat and presentable. No facial hair for employees in food & beverage positions. Men's hair must be shorter than collar length. Must practice good hygiene - frequent bathing and deodorant is requested. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Company Parties, Movie or Game Nights, Potlucks or Dinners

Additional Details about Cultural Offerings:

Participants can experience Fairbanks' culture through local festivals, museums, Alaska Native history, Gold Rush attractions, river activities, and community events. Working with team members from around the world also creates meaningful daily cultural exchange.

Local Cultural Offering:

Participants can enjoy local festivals, community events, museums, Alaska Native cultural programs, and seasonal attractions. Employee or community discounts may be available for select tours and activities, along with opportunities to connect through local and workplace events.

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

Employer-owned or employer-arranged housing description:

*Sophies Plaza Apartments 1721 University Ave Fairbanks, AK 99709 *Jillian Square Apartments 3000 Davis Road Fairbanks, AK 99709 Housing options will be off-site apartments that have kitchens. Apartments are 3-5 person occupancy and will include basic dishware, eating/cooking utensils, and pots/pans. Linens and furnishings provided. Full Kitchen in each apartment. Laundry Facilities on site (of apartments). Apartments are off site from Lodge, approximately 1.5 - 2 miles. Scheduled activities, including day trips and options for employees to take tours

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Employee is responsible for setting up wifi.

Phone Service: Yes

Description:

Reliable cell service is available.

Kitchen facilities: Yes

Description:

Full kitchen in each apartment

Laundry facilities: Yes

Description:

Coin-op laundry

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 5

Suggested Occupancy Per Room: 2 - 5

Rooming Arrangement Description:
Floors are co-ed but rooms are not unless requested. Linens/bedding provided

Provided Housing Cost:

Required to Pay for Provided Housing: Yes
Cost per Week: $119

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time
Estimated commute time: 15 to 30 minutes

Description: Some housing within walking distance

Biking
Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: No
Bicycles are not provided: Yes
Bicycles are available to rent: No

Estimated cost: $

Description: Bike route is along roadways.

Employer-Provided Transportation
Estimated commute time: 15 to 30 minutes

Estimated cost: $0
Description: Transportation to/from work provided for some locations.

ARRIVAL INFORMATION

Arrival Instructions:

Participants should fly into Fairbanks International Airport (FAI). Fairbanks Princess Riverside Lodge is located at 4477 Pikes Landing Road, Fairbanks, Alaska 99709, just minutes from the airport.

Participants are responsible for arranging and paying for their own transportation from the airport to their assigned housing or work location unless the local contact confirms otherwise. Employer-provided airport transportation is not regularly scheduled.

A taxi or rideshare service is generally the easiest option. The trip from the airport to the lodge typically takes approximately 5–10 minutes. Estimated fares may begin around $13, but actual costs vary depending on the provider, availability, demand, luggage, and gratuity. Confirm the price before beginning your trip.

Fairbanks International Airport provides information about available taxis, shuttles, rental cars, and public transportation:

https://dot.alaska.gov/faiiap/transportation_Options.shtml

Fairbanks also offers MACS public bus service. The Yellow Line serves the airport, and the standard adult cash fare is currently $1.50. Participants should review the route and schedule to determine whether it stops near their assigned housing. Bus schedules and services are subject to change.https://www.fnsb.gov/353/Bus-Routes--Maps-Schedules

Required Arrival Timing
Employee housing is available no earlier than 24 hours before your employment start date. Do not arrive earlier unless you have arranged and paid for temporary accommodations. Your local contact will confirm your approved arrival date and housing check-in instructions.

Send your complete travel information at least two weeks before traveling to the United States, including:

Full name as shown on your passport
Arrival date and time
Airline and flight number
Mobile phone or WhatsApp number
Any overnight accommodation plans
Transportation plan from the airport
Please immediately report any flight delays, cancellations, or itinerary changes.

Travel Confirmation Local Contact:
Dragana Kujundzic, Human Resources Manager
Email: DKujundzic@hagroup.com

Social Security Instructions
Participants must apply for a Social Security number after arriving in the United States and should follow their program sponsor's instructions regarding the appropriate application timing. Plan to visit the Social Security office on a weekday, as offices are not open on weekends. An appointment may be required, so confirm the location, hours, required documents, and appointment availability before visiting.Social Security office locator:https://www.ssa.gov/locatorTo schedule an appointment, call 1-800-772-1213, Monday through Friday, between 8:00 a.m. and 7:00 p.m. local time.

Any employer-coordinated transportation for grocery shopping, Social Security appointments, or other essential errands will be communicated separately by the local management team. Participants should not assume transportation is available unless it has been confirmed in advance.

Suggested Arrival Airport:

Fairbanks International Airport, FAI, Less than 10 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Westmark Fairbanks Hotel & Conference Center
813 Noble St
Fairbanks , Alaska 99701
https://www.westmarkhotels.com/destinations/fairbanks-hotel/?gclid=CjwKCAjw5_DsBRBPEiwAIEDRW5elUXZpINP76BcV2aDJPj0Wk-5fc5Rv-BLwVKy1HLoIn1yexUJh-xoCPIwQAvD_BwE
(907) 456-7722
$75 to $100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Every student must submit an application with Holland America Princess (HAP) once offered a placement. Submit your application using this link:

https://hollandamericaprincess.pinpointhq.com/postings/011cc1dc-bfbd-44b2-8cca-9ab83bb4e5bc?token=Sok1wpBvRAYDvLTS7fAXGPa1

Please follow the guidance below when completing your application:
Please complete the application using **English characters only**.

Section 1 – Personal Details: Complete all required personal details, including your first name and last name (surname) exactly as they appear on your passport, email address, phone number, country, and address.

Section 2 – Profile – Resume/CV: Do not complete this section. Please skip it.

Section 3 – Questions: “Who is your US Agency?” Select CIEE or Intrax from the dropdown menu.

Section 4 – Other Job Preferences: Do not complete this section. Please skip it.

Section 5 – Submit Application To submit your application, check the box allowing us to process your personal information.

After you submit your application, you will receive additional emails that require your immediate attention:

1. Job Offer Review, electronically sign, and return your job offer as soon as you receive it.

2. Background Screening - A**pproximately 12 weeks before your start date**, you will receive an email from First Advantage/Sterling to complete your background screening. Complete all required information and upload any requested documents immediately. Some countries (including Bulgaria, Croatia, Serbia, and North Macedonia) may require Power of Attorney forms with original ("wet") signatures as part of the screening process.

Important: Failure to complete your background screening promptly may delay your onboarding and could impact your ability to move into employee housing, begin work, and receive your paycheck. Complete your background screening within 24 hours of receiving the email. Be sure to check your spam/junk folder, as emails from First Advantage/Sterling may be filtered there. You cannot check into employee housing, begin work, or be paid until all onboarding requirements have been completed and approved.

Please work closely with your local CIEE representative or Location contact to ensure all onboarding steps are completed before you arrive in Alaska.

Social Security Number:

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

Details about how to apply for Social Security Number:

Fairbanks Social Security Office: 101 12th Ave, Room 138, Fairbanks, AK 99701. Students should take public transportation or a taxi to the social security office as soon as possible after their arrival. The Social Security office is not open on the weekends.

Nearest SSA Office: Fairbanks , Alaska , Less than 10 miles

Other:

Wage Payment Schedule:

Payday is every two weeks. Direct deposit highly recommended for early payment. You will need a local bank account.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes
Maximum Group Size:

Grooming Requirements:

Must be well groomed and maintain a high level of professionalism at all times. During business hours, all employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Personal dress, appearance and cleanliness standards contribute to the morale of all employees and affect the business image. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.

Second Job Availability: No, unlikely

Applicable Company Policies:

Be prepared for the Alaska experience! There are second job opportunities with other businesses at this location.

Please be aware that possession of guns and any drugs (including marijuana) are strictly forbidden in employer provided housing.

You should NOT travel to the site of activity until you have applied for your social security number. It's recommended that you arrive to Alaska several days before your first day of work.The Social Security Administration is open Monday, Tuesday, Thursday & Friday 9am to 4pm & Wednesday 9am to 12pm. SSA is CLOSED Saturday and Sunday. Do NOT travel to your employer until you have applied for your social security number.

Arrangements for mail delivery are your responsibility. No mail can be sent to you at the lodge's address. You should make arrangements for a personal post office box either before or upon their arrival at the lodge. This policy will be strictly enforced.

Since phone card prices can vary considerably in the U.S. you should consider purchasing phone cards in their home countries which can be used within the U.S. for international calls.

Currency exchange and check-cashing facilities are not available at the lodge. The nearest location for these facilities is in town. It is highly advisable for you to establish a banking account prior to arrival at the lodge either in Anchorage in order to have your paychecks automatically deposited. Employee manual will be provided between being hired and arrival in US.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Shopping Mall, Bank, Restaurants, Fitness Center

Walking Distance from Housing:

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

In Town, Requires Transportation:

Shopping Mall, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library