WORK & TRAVEL USA

HAP Holland America Denali Lodge - Host/Cashier

HOST INFORMATION

Company Description:

Holland America Denali Lodge is part of HAP Alaska–Yukon, one of the largest tour operators in Alaska and the Yukon. Located near the entrance to Denali National Park, the lodge offers students the opportunity to live and work in a remote mountain-resort community surrounded by forests, rivers, wildlife, and incredible scenery.

The summer workplace is fast-paced, team-oriented, and focused on excellent guest service, safety, and respect. Students work alongside team members from across the United States and around the world, creating daily opportunities to practice English, experience American workplace culture, and share their own traditions.

Summer weather can change quickly, with cool mornings and evenings, mild or warm afternoons, rain, wind, and long daylight hours. Students should bring warm layers, rain-resistant clothing, and sturdy footwear.

Popular activities include hiking, wildlife viewing, camping, fishing, rafting, golfing, park education programs, and visiting the Denali sled dog kennels. Eligible employees may also receive discounts, participate in organized activities, and earn referral bonuses of up to $400. Overtime, incentives, or approved second jobs may be available depending on business needs and program requirements but are not guaranteed.

A season at Holland America Denali Lodge provides valuable hospitality experience, cultural exchange, new friendships, and the opportunity to explore one of America's most memorable destinations.

Host Website: https://hollandamericahotels.com/destinations/denali-hotel/

Site of Activity: HAP Holland America Denali Lodge

Parent Account Name: Holland America Princess Alaska

Host Address: Mile Post 248.8 George Parks Highway Denali National Park , Alaska , 99755

Nearest Major City: Fairbanks , Alaska , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Greet the dining room guests and seat them in an expedient fashion while maintaining a proper seating flow in the seating sections.
• Greet the guests as they approach the podium and make them feel welcome to the dining room.
• Seat the guest(s) as quickly as possible or if table is not immediately available accurately informing the guest(s) of how long the wait period will be.
• Enter guest name and number in party on the wait list and give guest an accurate time of the wait period.
• For those dining rooms that utilize a reservations system, check guests in and informs them as to the length of

time before they will be seated.
• Keep the seating chart current and seat guests in a proper flow in the sections so as to not over seat any sections.
• Keep menus clean and presentable and discard any menus that are too worn or tattered
• Report any guest complaints and/or issues immediately to the Service Manager or Unit Manager. Respond to such in a professional, sincere manner.
• Complete opening and closing side duties according to dining room standards.
• Maintain seating log to ensure accurate cover count for the seating period.
• Assist Bussers as needed to clear and set tables.
•Handling sales in an accurate manner which will include: maintaining a daily bank, entering sales in a cash register, taking money, counting out correct change (coins/bills), giving change (coins/bills) to guests, and completing credit card transactions.
Other duties as assigned

Drug Test required: No

COMPENSATION

Hourly Wage: $17

Eligible for Tips: No

Estimated weekly wages including tips: $640

Bonus: Yes

You are eligible for an end of season bonus if you stay through your agreed upon work dates and have no job performance issues. Bonuses are paid based on hours worked - minimum $200, maximum $1000.

* 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: 50

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:

★★★★★★ Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Students will be regularly required to lift and/or move items up to 50 pounds (23kg).
Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

Varies on the individual. The faster you learn the quicker you move on.

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Employer will provide information about the uniform after the student is hired.

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: No

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, Shopping Trips

Additional Details about Cultural Offerings:

Employees can enjoy hiking, camping, fishing, rafting, wildlife viewing, and exploring Denali National Park. Fairbanks, the nearest city, is about 110 miles away. Beginning in June, a weekly employee shuttle provides access to shopping and other necessities.

Local Cultural Offering:

Employees may receive employee or community discounts on local tours and attractions. Cultural opportunities may include Denali National Park programs, seasonal events, local festivals, and employer-organized activities with coworkers from around the world.

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:

Dormitory style housing is provided for $17 per day ($119/week). All rooms will have up to 4 people per room with shared bathrooms down the hall. 3 meals per day (served in the Employee Dining Room at the Lodge) are included in the cost of housing. All rooms are non-smoking and pet free environments. Amenities at employee housing include: Linens/bedding provided Free laundry facilities, including detergent Ping pong & foosball tables, games and books Common Area with large TV & DVD player Wireless internet access and two desk top computers available in Common Area scheduled activities, including trips to Fairbanks and employee tour opportunities. Employee housing bar. Housing address: Mile Post 248.5 George Parks Highway, Healy, Alaska 99743

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wireless internet and two desktop computers are available in the common area.

Phone Service: Yes

Description:

Employee use phones with a calling card are available. Many students purchase smart phones when they get to the US and service in the area is reliable.

Kitchen facilities: No

Description:

Laundry facilities: Yes

Description:

Laundry facilities and detergent are located onsite and are include with the price of housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

All rooms will have 2-4 people per room with shared bathrooms down the hall. 3 meals per day (served in the Employee Dining Room at the Lodge) are included in the cost of housing. All rooms are non-smoking and pet free environments. Dorms are co-ed but rooms are not.

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: Under 15 minutes

Description: Shuttle from employee housing to Denali is provided daily, free of charge. It departs every hour on the hour from employee housing to the Lodge.

ARRIVAL INFORMATION

Arrival Instructions:

Participants should fly into Fairbanks International Airport (FAI). Fairbanks is the closest major airport to Denali Princess Wilderness Lodge, and the drive to the lodge is approximately 110–125 miles and generally takes about 2.5 to 3 hours, depending on road, traffic, and weather conditions.

Employer-Provided Transportation Complimentary transportation from Fairbanks to Holland America Denali Lodge will be offered on designated employee arrival dates. Transportation is not available every day, so participants must coordinate their travel plans with their manager before purchasing a flight.

Participants should plan to arrive only on the dates and during the arrival windows provided by their manager.

Please send the following information at least two weeks before traveling to the United States:
Full name as shown on your passport
Arrival date and time
Airline and flight number
Departure city
Mobile phone number
Social Security appointment plans
Any changes or delays to your itinerary

Send your travel details to:
Local Contact: [Manager or HR contact name]
Email: [Email address]
Phone/WhatsApp: [Phone number]
Do not travel from Fairbanks to Denali until your transportation arrangements have been confirmed.

If complimentary transportation is not available on your arrival date, a public or privately arranged shuttle may be available for approximately $75 per person, at the participant's expense. The price and availability are subject to change and must be confirmed in advance.

Fairbanks International Airport also lists local shuttle and taxi providers on its ground transportation website:https://dot.alaska.gov/faiiap/transportation_Options.shtml

Participants are responsible for making and paying for alternate transportation when they arrive outside the designated employer transportation schedule. Please do not take a taxi or rideshare service to Denali without first confirming the total cost, as the lodge is more than 100 miles from Fairbanks.

Social Security Instructions
Participants must apply for a Social Security number after arriving in the United States. Because Denali is a remote location and returning to Fairbanks can be difficult and expensive, participants should complete their Social Security application in Fairbanks before traveling to the lodge.

Plan to arrive in Fairbanks on a weekday and allow enough time to visit the Social Security office. Social Security offices are closed on weekends and federal holidays, and an appointment may be required. Participants should confirm the office location, operating hours, appointment requirements, and required documents before traveling:https://www.ssa.gov/locator

Do not schedule your flight to arrive late in the day or on a weekend if you still need to complete your Social Security application. Participants may need to arrange overnight accommodations in Fairbanks at their own expense while completing this process.

Transportation During the Season beginning in June, a weekly employee shuttle to Fairbanks is generally offered for shopping and essential errands. Space and schedules may be limited, so participants should plan ahead and follow all lodge transportation procedures.

This shuttle should not be relied upon for the initial Social Security application unless specifically approved and coordinated by management.

Please immediately notify your local contact if your flight is delayed, canceled, or changed. Participants who arrive without confirmed transportation may be responsible for arranging and paying for transportation and lodging until the next available shuttle.

Suggested Arrival Airport:

Fairbanks International Airport, FAI, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: $75 to $100

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/
(907) 456-7722
$75 to $100

Fairbanks Princess Riverside Lodge
4477 Pikes Landing Rd, Fairbanks, AK, US
Fairbanks , Alaska 99709

https://www.princesslodges.com/princess-alaska-lodges/fairbanks-lodge/
$50 to $75

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 - Approximately 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:

Must apply for Social Security Number prior to departure for work location. 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. Please apply for your Social Security (SS) number immediately upon arrival to Alaska. Be sure to obtain a receipt from the SS office for your SS application to show to your employer. You must apply for your SS number before you arrive to your employer. There is not a waiting period in AK for applying for your social security number. You MUST apply upon arrival in Fairbanks BEFORE traveling to Denali.

Nearest SSA Office: Fairbanks , Alaska , Over 50 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: Mandatory

Estimated Cost Per Day: $15

Meal Plan Description:

Housing, including 3 meals per day, is $15 per day. Sheets, blankets, pillows, towels included. Wifi, laundry facilities with soap also included.

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: Yes, likely

Applicable Company Policies:

Be prepared for the Alaska experience! There are second job opportunities 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 Healy, 10 miles away. It is highly advisable for you to establish a bank account prior to arrival at the lodge in Fairbanks 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:

Post Office, Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Restaurants, Internet Cafe