



WORK & TRAVEL USA

HAP Kenai Princess Wilderness Lodge - Room Attendant

HOST INFORMATION

Company Description:

Kenai Princess Wilderness Lodge is part of Holland America Princess Alaska-Yukon, the largest tour operator in Alaska and the Yukon. Located in Cooper Landing on the Kenai Peninsula, the lodge sits above the turquoise Kenai River and is surrounded by forests, mountains, and abundant wildlife.

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 experiences for guests.

Summer weather is generally mild, with cool mornings and evenings and occasional rain. Employees should bring warm layers, waterproof clothing, and sturdy footwear. During time off, students can enjoy hiking, rafting, fishing, wildlife viewing, scenic drives, and exploring the Kenai Peninsula.

Employees may have access to competitive wages, overtime or additional work opportunities where available, employee discounts, and a referral bonus of up to \$400. Living and working at Kenai Princess offers a unique cultural exchange experience in a remote wilderness setting and the opportunity to experience Alaska's natural beauty firsthand.

Host Website: <https://www.princesslodges.com/princess-alaska-lodges/kenai-lodge/>

Site of Activity: HAP Kenai Princess Wilderness Lodge

Parent Account Name: Holland America Princess Alaska

Host Address: 17245 Frontier Circle , PO Box 950 , Cooper Landing , Alaska , 99572

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

PLACEMENT INFORMATION

Job Description:

Ensures highest quality standards of Housekeeping are maintained for our guests and the Company. Responsible for daily guest room and public area cleaning with attention to detail and giving your personal best in service.

- Cleans rooms and bathrooms in assigned workstation performing any combination of the following tasks and duties: strips and remakes beds, roll-away and cribs; sweeps and mops floors, vacuums carpets, dusts and

polishes furniture and fixtures, cleans windowsills and porches, brushes curtains, draperies and upholstered furniture; empties and cleans wastebaskets and relines with plastic liner; cleans ashtrays and plastic ice buckets; replenishes towels, bathmats, wash cloths, soap, and amenity and dresser supplies; cleans shower, bathtub, shower curtain and toilet; and restocks tissue.

- May wash walls, woodwork and windows.
- May assist in sorting, counting, folding and carrying of linen and supplies by hand or housekeeping cart.
- May replace light bulbs. Leaves matches, advertising matter, glasses, stationery, etc. according to policy.
- Checks room and bathroom thoroughly for working lamps, heater, leaking faucets, broken furniture, running toilet or other missing or damaged articles.
- Makes minor repairs when possible and reports all other findings immediately to Housekeeping Manager.
- On completion of room, telephones Housekeeping Manager/Office to report room is ready for occupancy.
- Assists with luggage delivery
- Locks door and returns all keys to Housekeeping Manager or Front Desk.
- Reports any unusual guest conduct.
- May render personal assistance to room guest if in line of duty.
- Adheres to all Company policies and regulations.
- Adheres to strong environmental and safety ethics by following the standards set forth in our environmental and safety programs.
- Assists in other departments or with other job duties as requested or necessary.

Typical Schedule:

shifts generally are 9 am - 5:30 pm. Some overtime available, but not guaranteed.

Drug Test required: No

COMPENSATION

Hourly Wage: \$17

Eligible for Tips: No

Estimated weekly wages including tips: \$680

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: 48

Potential fluctuation in hours per week:

Depending upon staffing levels during the season, some additional hours will be available.

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:

Must perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, bending, and climbing stairs. Required to stand or walk for long periods of time. Required lift, push, pull, or carry objects up to 50 lbs (23kg) on a repeated basis. Must be able to work continuously in an indoor, humid or hot environment without air-conditioning. May be required to work outdoors with exposure to a variety of weather - rain, cold, direct sunlight, high heat and humidity.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

on-the-job training

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:

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, Trips to Nearby/Major Attractions, Company Parties, Movie or Game Nights, Potlucks or Dinners, Shopping Trips, Trips to Major City

Additional Details about Cultural Offerings:

Participants can experience Alaska through hiking, rafting, fishing, wildlife viewing, local history, and community activities. Living and working with team members from around the world also creates daily opportunities to share cultures and build lasting friendships.

Local Cultural Offering:

Participants may receive discounts on local tours and attractions and can join community events, seasonal festivals, a local softball tournament, and the Fourth of July parade—great opportunities to connect with residents and coworkers.

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 horseshoe pit Common Area with large TV & DVD player Wireless internet access and two desk top computers available in Common Area Housing address: 17245 Frontier Circle, Cooper Landing, Alaska 99572

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wireless internet and two desktop computers are available in the employee 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 2-6 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: Housing is a five minute walk to the work site.

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: No

Bicycles are available to rent: Yes

Estimated cost: \$40

Total: Yes Per Day: No

Description: A small number of bicycles are available for rent for the season.

ARRIVAL INFORMATION

Arrival Instructions:

Participants should fly into Ted Stevens Anchorage International Airport (ANC). Kenai Princess Wilderness Lodge is located in Cooper Landing, approximately two hours south of Anchorage.

Arrival and Employer-Provided Transportation

Transportation from Anchorage to the lodge will be provided on approved arrival dates and scheduled according to participant flight information. Transportation is not available at all times, so you must contact the local team before purchasing your flight.

Participants should arrive Monday through Friday and within the arrival window approved by the lodge. Do not schedule your arrival for Saturday or Sunday because the Social Security office is closed on weekends.

Send your flight details immediately after booking and no later than two weeks before arrival. Include:

Your full name as shown on your passport

Arrival date and time

Airline and flight number

Departure city

Mobile phone or WhatsApp number

Any changes or delays to your itinerary

Send your information to:

Mindy Bickle, Administration Services Manager

Email: mbickle@hagroup.com

Contact Number: 907-441-1128

Mindy is the local Kenai contact, can be used for arrival and flight coordination.

Social Security Instructions

Participants must visit the Social Security office in Anchorage before traveling to Kenai Princess Wilderness Lodge. Plan to arrive on a weekday and allow enough time to complete this requirement. Begin the application process online and schedule an appointment if instructed: <https://www.ssa.gov/number-card>

Social Security offices generally require appointments for in-person service. Bring all original documents required by the Social Security Administration and your program sponsor. Do not leave Anchorage for the lodge until you have followed the instructions provided by your sponsor and local contact.

Participants are responsible for transportation between the airport, hotel, and Social Security office unless other arrangements are confirmed in advance. Anchorage People Mover buses currently charge approximately \$2 per ride. Taxis and Uber or Lyft are also available, but prices vary.

Airport transportation information:

<https://dot.alaska.gov/anc/passengers-public-transportation.shtml>

Transportation to Cooper Landing

Employer transportation is the recommended way to travel to the lodge. The trip from Anchorage to Cooper Landing takes approximately two hours, depending on traffic, weather, and road conditions. If you cannot use the scheduled employer transportation, contact Mindy before booking another option.

Alaska Bus Company provides service from the Anchorage airport to Cooper Landing. The current fare is approximately \$99 one way, plus applicable taxes or fees. The bus departs from the airport's South Terminal and drops passengers at Three Bears in Cooper Landing, not directly at the lodge.

You must coordinate transportation from the Cooper Landing stop to the lodge before booking.<https://www.alaskabuscompany.com/anchorage-cooper-landing-busSchedules>, fares, and availability are subject to change.

Check your email frequently before traveling, as most arrival, transportation, housing, and onboarding instructions will be sent by email. Notify Mindy immediately if your flight is delayed, canceled, or changed. Do not travel to Cooper Landing until your transportation and arrival arrangements have been confirmed.

Suggested Arrival Airport:

Ted Stevens Anchorage International Airport, ANC, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Bent Prop Inn & Hostel
700 H St.
Anchorage , Alaska 99501
www.bentpropinn.com
907-276-3635
\$100 to \$150

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.

Once everything is completed, you will begin receiving arrival information. If you have questions, please contact: Mindy Bickle, mbickle@hagroup.com

Social Security Number:

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

Details about how to apply for Social Security Number:

ANCHORAGE PREFERRED: Must apply for Social Security Number prior to departure for work location. 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. Your employer will allow you to begin working before you receive your SS number. Social Security Offices: 222 W 8TH AVENUE ANCHORAGE AK 99513

Nearest SSA Office: Anchorage , Alaska , Over 50 miles

Other:

Wage Payment Schedule:

Social Security Office: 222 W. 8th Ave. #66 Anchorage, AK 99513 Payday is every two weeks. Direct deposit highly recommended. You will need a local bank account. Key Bank will be onsite to assist students with setting up a 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 and sanitation 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:

Upon receipt of job offer, student MUST complete application process with Holland America-Princess (HAP). Instructions noted above.

Your hiring documents will be sent via email. Check your email often. You will also receive an email from Sterling for your background verification. This must be completed immediately upon receipt, uploading required documents. Check your spam folder. This must be completed within 24 hours of receiving.

Be prepared for the Alaska experience! Second jobs at other local businesses are available in the area.

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 at least one day 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.

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 Soldotna.

Employee Handbook is provided during onboarding process. Students are responsible for all guidelines and policies outlined.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Fitness Center

Walking Distance from Housing:

Food Market, Post Office, Fitness Center, Public Library

In Town, Requires Transportation:

Restaurants

Unavailable:

Shopping Mall, Bank