WORK & TRAVEL USA

South Haven Jellystone Park - Cafe Worker

HOST INFORMATION

Company Description:

Yogi Bear's Jellystone Park™ Camp-Resort in South Haven, Michigan is a family-friendly campground known for offering both the fun of outdoor camping and the convenience of a resort atmosphere. Located a few miles from Lake Michigan, the park features a wide range of lodging options including tent sites, RV sites with full hookups, and comfortable cabins or cottages. It's designed with families in mind, offering a large swimming pool, playgrounds, jumping pillow, pedal-cart rentals, sports courts, an arcade, and themed activities throughout the week in peak season. Guests can enjoy amenities such as on-site dining, a camp store, bathhouses, and WiFi, making the stay easy and enjoyable without sacrificing the outdoor experience. The park is pet-friendly and provides a relaxed, social environment where kids can play freely and adults can unwind. Overall, Jellystone Park in South Haven blends nature, recreation, and comfort, creating a fun, convenient getaway for families, groups, or anyone looking for an active camping experience.

Host Website: https://www.southhavenjellystone.com

Site of Activity: South Haven Jellystone Park

Parent Account Name: South Haven Jellystone Park

Host Address: 03403 64th St South Haven , Michigan , 49090

Nearest Major City: Grand Rapids , Michigan , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

The Cartoon Café is responsible for preparation and distribution of a quality food product, ensuring proper service, comfort and safety to all guests, maintaining outstanding customer service as per Company standards, processing sales quickly, accurately and efficiently, cash register operations and safeguarding company assets.

Some specific job duties may include:

Demonstration of a positive attitude with guests, management and team members.
Taking orders, handling money through point of sale system.

Take all necessary security precautions to ensure that cash and credit cards are held in a safe and secure manner.

Respond to all incoming telephone calls, ensuring that these are answered promptly, and questions are answered accurately.

Ensure that established sanitation and safety standards are maintained.

Monitor supply and inventory to ensure that items remain stocked.

Comply with safety, health and hygiene policies and procedures.

Preparing and serving food.

Operating conveyor pizza oven, fryers, microwave, ice cream machine, smoothie machine, espresso machine, warmers, and any other equipment used in the process of making the necessary food items.
Prepare and serve ice cream, baked goods, and food for guests.
Must be able to be trained in proper food handling techniques.
Routine cleaning of equipment.

Maintain clean and orderly checkout areas as well as overall kitchen and food preparation areas

Assist other departments in any other aspects needed to maximize guest experience.
This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Skills/Qualifications:

Ability to communicate clearly and effectively through both verbal and written venues.
Upbeat, engaging personality, strong work ethic, and professional appearance

Possess excellent customer service, communication, organizational, and problem-solving skills.

Basic math skills for careful and accurate money handling.

Ability to multi-task and work in a fast-paced environment.
Capable of working independently and as part of a team
Possess exceptional guest relations skills.
Weekend & Evening hours are required.

Typical Schedule:

Any shift from 7am to 11pm Monday through Sunday in season. Or off season is 8am to 10pm.

Seasonal changes to job duties or available hours: Yes

Weekly hours will be different due to changes in the operating season

Drug Test required: No

COMPENSATION

Hourly Wage: $15

Eligible for Tips: Yes

Tips can be made by a guest but not mandatory.

Estimated weekly wages including tips: $150

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Peak weeks are Mid June-Mid August, with hours around 40 (poss. OT). May to Mid June, and Mid August to end of October are on average 32-40 hours, could be more depending on park occupancy and need.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

A 15% discount at the campground's cafe and a 15% discount on all items sold at the campground's retail store. Items sold at the retail store include clothing, soft drinks, toys, and souvenirs.

JOB REQUIREMENTS

English Level required:

★★★★★★ Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Employee is regularly required to stand for long periods of time, stoop, kneel, and crouch. Constant use of hands and arms to input data into computer, scoop ice cream, and prepare food. Must be able to move boxes of stock from freezer or cooler to kitchen area and must be able to squat and stoop to retrieve low boxes or supplies. Must be able to converse directly with guests. Employee may be exposed to outdoor weather conditions.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

2 weeks or longer

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:

Participants receive two uniform shirts and must wear one while on shift. Coats are provided if needed. Participants must bring solid black pants, shorts, or a skirt—no jeans, stripes, athletic material, holes, or fraying. Shorts/skirts must be mid-thigh or longer. Closed-toe, non-slip shoes (such as sneakers) are required. Sandals and open-toed shoes are not allowed.

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Participants receive two uniform shirts and must wear one while on shift. Coats are provided if needed. Participants must bring solid black pants, shorts, or a skirt—no jeans, stripes, athletic material, holes, or fraying. Shorts/skirts must be mid-thigh or longer. Closed-toe, non-slip shoes (such as sneakers) are required. Sandals and open-toed shoes are not allowed.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Karaoke Nights or Talent Shows, Movie or Game Nights, Potlucks or Dinners, Shopping Trips, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

Beach Day, Local County Fair, Drive-In Movie on Location, Musical Fountains, Picnic/Field Day on Location, Game Night on Location, Zoo, Trip to the Mall, Baseball Game, and Wibit Water Park. Typically each year changes based on what students are wanting to experience here.

Local Cultural Offering:

We have a bunch of local festivals that the students are able to take the bus to the local cities to experience.

South Haven Harborfest - June,

MerFest (Mermaid Megafest) International - June,

South Haven Fireworks - July,

South Haven 4th of July Parade - July,

National Blueberry Festival - August.

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:

The host organization provides three shared apartment units on the campground property for participant housing. Each unit has its own bathroom, and male and female participants will be housed separately. The units are configured as follows: Unit 1: 1 bedroom with 2 sets of bunk beds, accommodating 4 participants. Unit 2: 3 bedrooms, each with 1 set of bunk beds, accommodating 2 participants per bedroom (total of 6 participants). Unit 3: 2 bedrooms: Bedroom 1: 2 sets of bunk beds, accommodating 4 participants Bedroom 2: 1 set of bunk beds, accommodating 2 participants (Total of 6 participants) The housing comes with some furniture, for example a couch, table, and chairs. Participants will have access to a kitchen and will be provided with kitchenware for cooking. Participants will have free WiFi access in their housing, and there are free laundry facilities onsite. $100 cleaning fee deducted from 1st paycheck, and $50 a week for rent. Participants can move in up to one-week prior to their DS-2019 Start Date and must move out no more than one week after their DS-2019 End Date.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

Wi-Fi

Phone Service: Yes

Description:

Use of Wi-Fi service from phones or there is applicable cell phone service. Land line business phones are available in an emergency.

Kitchen facilities: Yes

Description:

There is a kitchen in the housing accommodations.

Laundry facilities: Yes

Description:

There is a washer/dryer in the housing accommodations.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Each unit has its own bathroom, and male and female participants will be housed separately. Unit 1: 1 bedroom with 2 sets of bunk beds, accommodating 4 participants. Unit 2: 3 bedrooms, each with 1 set of bunk beds, accommodating 2 participants per bedroom (total of 6 participants). Unit 3: 2 bedrooms: Bedroom 1: 2 sets of bunk beds, accommodating 4 participants Bedroom 2: 1 set of bunk beds, accommodating 2 participants (Total of 6 participants)

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: $50

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: $100

Description:

$100 cleaning fee deducted from 1st paycheck, non-refundable.

Housing Deposit Refundable: No

Transportation to Worksite:

Walking Commute Time
Estimated commute time: Under 15 minutes

Description: 5 Minutes.

ARRIVAL INFORMATION

Arrival Instructions:

Participants should arrive in the U.S. at O'Hare International Airport (ORD) in Chicago, IL, located approximately 150 miles from the host organization.

When the participants arrive in Chicago, the host organization will NOT be available to pick participants up at the airport. Instead, participants should see the below instructions in the "Bus" and "Train" sections, for how to take a bus or train from Chicago to South Haven, MI.

BUS-Upon arrival at O'Hare International Airport (ORD) in Chicago, IL, participants can take a Greyhound bus to travel from Chicago to South Haven, MI.

In Chicago, the Greyhound bus station is located downtown, at 630 W Harrison St, Chicago, IL 60607, about 17 miles from O'Hare International Airport.

To get to the Greyhound bus station from O'Hare International Airport (ORD), participants can take a taxi cab, Uber, or public transportation to the Greyhound bus station. A taxi cab may cost about $40. At O'Hare Airport, there are Taxi Stands at the lower level outside of Baggage Claim at each terminal. Additional information on where to find a taxi at O'Hare Airport can be found at http://www.flychicago.com/ohare/tofrom/taxi/pages/default.aspx

To get to the Greyhound bus station using Chicago's public transportation 'L' train, participants should follow signs in O'Hare airport for the CTA, which stands for Chicago Transit Authority. When they arrive at the CTA 'L' train stop at O'Hare International Airport, they will have to purchase a ticket at the Ventra Vending Machine, which is located at the train stop. Participants can buy a disposable Single-Ride ticket for the cost of $5.00, payable by cash or by credit card. Additional instructions can be found online, at http://www.transitchicago.com/travel_information/fares/wheretobuy.aspx

From the CTA 'L' train stop at O'Hare International Airport, participants should take a Blue line CTA 'L' train to the Clinton stop. Participants should exit the train at the Clinton stop. Upon exiting the train, they should walk approximately 0.1 miles west on S Jefferson St, and then 0.1 miles south on W Harrison St. The Greyhound bus station is located at 630 W Harrison St, Chicago, IL 60607. For further information on using public transportation, participants should visit http://www.transitchicago.com/.

Upon arrival at the Greyhound station in Chicago, a bus ticket from Chicago to South Haven, MI, is approximately $30 for a one-way ticket. This cost is only an estimate and is subject to change.

Greyhound has several options to purchase tickets in advance online or onsite. Whether participants are inside or outside of the U.S., they can purchase tickets through any of these methods when paying with U.S. dollars or any major international credit card. Details and information can be found online at: https://www.greyhound.com/en/help-and-info/ticket-info/payment-ticket-options

In Chicago, the Greyhound ticketing office at 630 W Harrison St is open 7 days a week from 12:00 AM to 11:59 PM. The Main phone number for the bus station is 312-408-5821. For additional information about the bus station, participants can visit http://locations.greyhound.com/bus-stations/US/Chicago/bus-station/bus-station-560252?utm_source=google&utm_medium=distrib&utm_campaign=google-distrib

Participants will travel by bus from Chicago to the Greyhound bus station in South Haven, MI, located at 1210 Phoenix Rd Ste 13, South Haven, MI 49090. The bus station in South Haven is open Monday through Sunday from 11:00 AM to 7:00 PM. The Main number for the bus station is 269-637-2944. For additional information about the bus station, participants can visit http://locations.greyhound.com/bus-stations/US/South-Haven/bus-station/bus-station-241186?utm_source=google&utm_medium=distrib&utm_campaign=google-distrib

Once participants arrive to the bus station in South Haven, the employer will pick them up and take them to their housing.

In order to guarantee a pick-up upon arrival in South Haven, participants must contact the J1 Coordinator Cora VanWieren upon acceptance of their job offers, at Cora@shjellystone.com, to introduce themselves and to provide Cora with their travel plans. Participants must send a copy of their flight itinerary to Cora our J1 Coordinator, at Cora@shjellystone.com, as soon as they have made their travel arrangements. Participants MUST send this information to Cora at least 2 weeks PRIOR to their departure from their home countries. Participants can also call Cora VanWieren at +1-269-206-0719.

If at any time participants' travel arrangements change or are delayed, they must contact Cora immediately at Cora@shjellystone.com or by phone at +1-269-206-0719.If participants have any questions about the Participant Travel instructions or arranging transportation from the airport in Chicago to South Haven, they can email Cora.

TRAIN-Upon arrival at O'Hare International Airport (ORD) in Chicago, IL, participants can also take an Amtrak train to travel from Chicago to Bangor, MI, located approximately 10 miles from the employer.

In Chicago, the Amtrak train station is located at Union Station, at 225 South Canal Street, Chicago, IL 60606, about 17 miles from O'Hare International Airport.

To get to the Amtrak train station at Union Station from O'Hare International Airport (ORD), participants can take a taxi cab, Uber, or public transportation. A taxi cab may cost about $40. At O'Hare Airport, there are Taxi Stands at the lower level outside of Baggage Claim at each terminal. Additional information on where to find a taxi at O'Hare Airport can be found at http://www.flychicago.com/ohare/tofrom/taxi/pages/default.aspx

To get to the Amtrak train station at Union Station using Chicago's public transportation 'L' train, participants should follow signs in O'Hare airport for the CTA, which stands for Chicago Transit Authority. When they arrive at the CTA 'L' train stop at O'Hare International Airport, they will have to purchase a ticket at the Ventra Vending

Machine, which is located at the train stop. Participants can buy a disposable Single-Ride ticket for the cost of $5.00, payable by cash or by credit card. Additional instructions can be found online, at http://www.transitchicago.com/travel_information/fares/wheretobuy.aspx

From the CTA 'L' train stop at O'Hare International Airport, participants should take a Blue line CTA 'L' train to the Clinton stop. Participants should exit the train at the Clinton stop. Upon exiting the train, they should walk approximately 0.2 miles north on Clinton St, and then 0.1 miles east on Jackson Blvd. Union Station is located at the corner of Jackson Blvd and Canal St, at 225 Canal St, Chicago, IL 60606. For further information on using public transportation, participants should visit http://www.transitchicago.com/.

Upon arrival at the Amtrak station at Union Station, participants will take an Amtrak train to Bangor, MI. There is only one train day per day that travels from Chicago to Bangor. The train departs Chicago at about 6:30 pm CST and arrives in Bangor at about 10:00 pm EST.

Participants are strongly encouraged to purchase their Amtrak tickets online prior to arrival in the U.S. at https://www.amtrak.com/home.html. An Amtrak ticket from Chicago, IL, to Bangor, MI, costs approximately $50 for a one-way ticket. This cost is only an estimate and is subject to change.

In Chicago, IL, the Amtrak station ticketing office is open 7 days a week from about 5:30 AM to 11:59 PM. For additional information about the Amtrak station, participants can visit https://www.amtrak.com/stations/chi.html

Participants will travel by Amtrak train from Chicago, IL, to the Amtrak station in Bangor, MI, located at 541 Railroad Street, Bangor, MI 49013. The Amtrak station in Bangor is open 7 days a week from 6 AM to 8 PM. For additional information about the Amtrak station, participants can visit https://www.amtrak.com/stations/bam.htmlOnce participants arrive to the Amtrak station in Bangor, the employer will pick them up and take them to their housing.

In order to guarantee a pick-up upon arrival in Bangor, participants must contact the J1 Coordinator, Cora VanWieren upon acceptance of their job offers, at Cora@shjellystone.com, to introduce themselves and to provide Cora with their travel plans.

Participants must send a copy of their itinerary to Cora@shjellystone.com, as soon as they have made their travel arrangements. Participants MUST send this information to Cora at Cora@shjellystone.com at least 2 weeks PRIOR to their departure from their home countries. Participants can also call Cora +1-269-206-0719.

If at any time participants' travel arrangements change or are delayed, they must contact Cora immediately at Cora@shjellystone.com or by phone at +1-269-206-0719.If participants have any questions about the Participant Travel instructions or arranging transportation from the airport in Chicago to Bangor, they can email Cora at Cora@shjellystone.com, call Cora at +1-269-206-0719.

Suggested Arrival Airport:

Grand Rapids International Airport, GRR, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: $25 to $50

If arriving after regular hours:

Suggested After-Hours Accommodation:

South Haven Jellystone Park
03403 64th Street
South Haven , Michigan 49090
www.southhavenjellystone.com
2696376153
$75 to $100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Information will be sent via email prior to arrival. In this email there will be links to complete our application as well as week or two prior to you will be sent a welcome email with onboarding information and tasks that need to be completed prior to arrival.

Social Security Number:

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

Details about how to apply for Social Security Number:

Participant will be taken 10 business days after arrival to Social Security Office. Prior to going participant will need to fill out information and print at one of the park computers to bring with to the office. https://www.ssa.gov/number-card/request-number-first-time The closest Social Security office is located approximately 30 miles from the employer. The Social Security office is located at: 657 Hastings Ave Holland, MI 49423 Phone: 1-800-772-1213 Hours: Monday 9:00 AM - 4:00 PM Tuesday 9:00 AM - 4:00 PM Wednesday 9:00 AM - 12:00 PM Thursday 9:00 AM - 4:00 PM Friday 9:00 AM - 4:00 PM Saturday Closed Sunday Close

Nearest SSA Office: Holland , Michigan , Less than 50 miles

Other:

Wage Payment Schedule:

Every 2 weeks that will be direct deposited into local bank account. If participant would like a different bank outside of the city limits, it is up to the participant to arrange transportation to that bank.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Employees must maintain a clean, neat, and professional appearance. Uniforms should be clean and fitted. Hair must be groomed, long hair tied back, and facial hair trimmed. Jewelry and makeup should be minimal. Footwear must be closed-toe and safe. Tattoos and piercings must be appropriate or may ask to be covered. Maintain hygiene, wash hands, and follow supervisor guidance to ensure a safe, professional workplace.

Second Job Availability: No, unlikely

Applicable Company Policies:

Participants can expect to receive 32-40 hours/week, on average, for the duration of their programs, and the employer expects all participants to work through their DS-2019 End Date.

Flexibility with scheduling is required. Friends may not be able to work the same shifts or have the same days off. Participants are allowed to apply for second jobs, but they must maintain their scheduling requirements at Yogi Bear's Jellystone Park, which is their primary placement. The employer reserves the right to change a participant's position if they are not performing to standards.

Scheduling is done via an online scheduler and the participant will be notified the Friday before the week of the schedule. Any changes to the schedule the participant would be notified by email.

During busy periods, participants may be scheduled to work more than 40 hours/week; however, they will be paid time and half for any hours approved to work over 40 hours a week.

Personal cell phones must be kept on silent or vibrate during work hours and placed in locker. Use of phones for calls, texting, or social media is only allowed during scheduled breaks in designated areas. Employees are expected to remain attentive and focused on their work responsibilities. Excessive or unauthorized use of cell phones may result in disciplinary action.

Smoking, including vaping, is only permitted in designated outdoor areas. Employees must follow local laws and program-specific rules regarding smoking. Smoking is strictly prohibited inside buildings, vehicles, or any guest areas. Employees must ensure proper disposal of cigarette butts and maintain a safe, clean environment and only permitted while on break.

COMMUNITY AMENITIES

In Town, Requires Transportation:

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

Unavailable:

Shopping Mall