WORK & TRAVEL USA

Waldorf Astoria Park City - Pool Attendant

HOST INFORMATION

Company Description:

Waldorf Astoria Park City is a luxury mountain resort nestled in the breathtaking Wasatch Mountains of Utah. As part of Hilton's prestigious Waldorf Astoria brand, we offer an exceptional work environment where J-1 participants can gain valuable hospitality experience while enjoying world-class amenities.

Summer in Park City is vibrant, with warm days (70-85°F / 21-29°C) and cool nights. Our resort is surrounded by stunning landscapes, offering outdoor activities such as hiking, mountain biking, and scenic chairlift rides. The town is rich in culture, with summer festivals, live music, and local farmers' markets.

We provide a welcoming and inclusive workplace with team-building activities, staff discounts, and access to hotel perks. Our team values cultural exchange, and J-1 participants will have the opportunity to interact with guests and colleagues from around the world. With prior experience hosting international students, we foster a supportive environment where participants can develop skills, build lifelong friendships, and create unforgettable memories in one of the most beautiful mountain destinations in the U.S.

Host Website: https://www.hilton.com/en/hotels/slcdmwa-waldorf-astoria-park-city/?msockid=2ee24a22e3d869b613625f89e2bf688a

Site of Activity: Waldorf Astoria Park City

Parent Account Name: Waldorf Astoria Park City

Host Address: 2100 Frostwood Drive Park City , Utah , 84098

Nearest Major City: Salt Lake City , Utah , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

Pool attendants are the front face of our pool operation and report to the Food & Beverage Manager. Pool Attendants are passionate about providing the highest levels of guest service and take pride in creating seamless and memorable pool experiences. Pool Attendants warmly welcome guests, owners and members as they arrive at the pool deck, provide an overview and orientation of facilities, assistance with seating arrangements and set up sun loungers and cabanas with towels and amenities as required, and are also responsible for breaking down and closing the pool deck daily. They are responsible for ensuring the highest level of personal accommodations at the pool deck and will respond to all interactions in an efficient, courteous and professional manner that will achieve maximum customer engagement and comply with all Waldorf Astoria policies and procedures.

Pool attendants will:
- Setup and break down pool deck, side stations and host stand daily.
- Have an eye for detail and anticipate guests needs.
- Provide guests with water and coordinate daily amenity service including but not limited to cool oshibori service, sunscreen, spritzing, food & beverage offerings, and sunglass cleaning.
- Possess knowledge of food, beverage and cocktail menu items as well as information regarding preparation methods.
- Assist with the summer recreation program.
- Pool attendants may assist with food & beverage responsibilities and duties in the absence of pool servers or due to heavy volume when needed.
- Escort guests where and whenever possible.
- Clean and maintain pool area continuously. Pick up and drop off linens to/from housekeeping.
- Ensure adequate supply of linen and amenities.
- Have good personal presentation and interpersonal skills, an outgoing personality and a can-do approach to any task.
- Have a flexible schedule with the ability to work all shifts, weekends and holidays.
- Anticipate guest needs, ascertain satisfaction, and offer suggestions, and respond urgently and appropriately to guest concerns and requests.
- Ensure safety and security is regulated and adhered to by guests, owners, members and team members.
- Possess good communication skills.
- Answer telephones according to Waldorf Astoria standards.
- Ensure cleanliness of pool house restrooms.
- Maintain a clean, neat and organized work environment.
- Work harmoniously and professionally with co-workers, supervisors, and outside contacts.
- Possess CPR/First Aid skills/certification.
- May assist with set-up and breakdown of banquet events.
- Perform other tasks or projects as assigned by management.

Typical Schedule:

Shifts are scheduled between 6:00AM and 11:00PM, 7 days a week, based on business needs.

Drug Test required: No

COMPENSATION

Hourly Wage: $11

Eligible for Tips: Yes

Pool Attendants receive a 0.2 share of the tips given to the Pool Servers

Estimated weekly wages including tips: $515

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Based on hotel occupancy

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

N/A

JOB REQUIREMENTS

English Level required:

★★★★★★ Advanced

Required to be 21+: Yes

Previous Experience required: No

Qualifications & Conditions
Standing for entire shift
Handling cleaning chemicals
Working outdoors
Working under direct sunlight

Job Training required: Yes

Length of job training:
2 weeks

Hours per week during training period: 32

Different wage during training period: Yes

Training wage description:
The Participant will not be included in the tip pool until the completion of their training

Start on specific day of the week: No

Training requirements:
ServSafe, CPR Certification

Need to wear uniform: Yes

Uniform Policy:
Uniform will be provided. Must bring black non-slip shoes.

Cost of uniform: $0

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

Grooming standards will be sent to participant.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

We offer enriching cultural experiences for J-1 participants. We will take them on a gondola ride and hike to a stunning alpine lake, plus a trip to a Salt Lake City Bees baseball game. They'll also enjoy Park City's festivals, concerts, and historic Main Street, creating lifelong memories.

Local Cultural Offering:

Park City offers a vibrant cultural scene for J-1 participants. Park City hosts summer festivals like the Park Silly Sunday Market and outdoor concerts. The local chamber of commerce organizes events, and student-friendly groups help participants connect and explore.

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:

Slopeside Village 1823 Ozzy Way, Park City, UT 84098 https://www.slopesidevillage.com/ Single Room = $900/month Double Room = $800/month Triple Room = $700/month Included in your unit: - Full size bed - Armoire - Mini Refrigerator - Side chair (*select units) - Sundries (paper towels, cleaners, toilet paper, etc.) - Fully Stocked Kitchen with Kitchenware - Shared bathrooms - Living Room furniture - Utilities - High Speed Internet - Valet Trash Service - Maintenance - Private Entry Access - Housekeeping for common areas - Grocery Store access via Park City Free Transit What to Bring: - Sheets - Towels - Pillows - Blankets.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Free high speed internet

Phone Service: Yes

Description:

There is a landline phone available at the Slopeside front desk to use in case of an emergency.

Kitchen facilities: Yes

Description:

Fully stocked kitchen with kitchenware and utensils. Kitchen includes oven, stove, refrigerator, and microwave.

Laundry facilities: Yes

Description:

Laundry facilities available on each floor of the housing. Cost is only a few dollars per wash cycle.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:

We offer single, double, and triple bedrooms, with accommodations for groups of up to six participants who wish to live together. Our rooms and floors are co-ed, but we do our best to honor requests for same-gender housing when possible. Requests are prioritized on a first-come, first-served basis, so if you have specific housing preferences, please email HR as soon as possible.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: $200

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: $800

Description:

The housing deposit is equal to one month's rent. For example, the deposit is $800 for a single unit, $700 for a double unit, and $600 for a triple unit. Deposits must be paid in full via credit card, debit card, or cash (not preferred) before move-in.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Housing deposits are refundable, minus a mandatory $100 cleaning fee, provided the unit is left clean and in its original condition. However, if a participant terminates their lease early, the deposit is forfeited.

Details About Deposit Refund:

Deposits will be refunded to the original credit or debit card used for payment.

Transportation to Worksite:

Walking Commute Time
Estimated commute time: Under 15 minutes

Description: 0.6 miles away.

Biking
Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: $

Description: 0.6 miles away.

Local Bus, Subway or Train
Estimated commute time: Under 15 minutes

Estimated cost: $0

Description: Free public bus transportation available in Park City.

ARRIVAL INFORMATION

Arrival Instructions:

Salt Lake City International Airport (SLC):

We recommend participants fly into Salt Lake City International Airport (SLC), which is about 35 miles from Waldorf Astoria Park City. We recommend taking an Uber or Lyft ($40-$70). Participants can also pre-book their transportation through Canyon Transportation https://canyontransport.com (estimated $120).

Airport transportation is not provided by Host Employer

Suggested Arrival Airport:

Salt Lake City International Airport, SLC, Less than 50 miles

Estimated cost of transportation to worksite from suggested airports: $50 to $75

If arriving after regular hours:

Suggested After-Hours Accommodation:

Park City Hostel
1781 Sidewinder Dr
Park City , Utah 84098
parkcityhostel.com
435-731-8811
$75 to $100

Best Western Plus Airport Inn & Suites
5433 West Wiley Post Way
Salt Lake City , Utah 84116
$150 to $200

Tru By Hilton Salt Lake City Airport
206 N Jimmy Doolittle Road
Salt Lake City , Utah 84098
$150 to $200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

- Complete job application on https://jobs.hilton.com so that we can get you hired in our system.
- Complete onboarding forms via Docusign.
- Sign up for housing.
- Respond to emails from HR in a timely manner (within 24 hours of receipt of email).

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 provide assistance with the Social Security Card application, we will schedule an appointment for them, as well as take the participants to the Social Security Office for their appointment. Participants are welcome to go on their own to the Social Security Office if they prefer.

Nearest SSA Office: Salt Lake City , Utah , Less than 50 miles

Other:

Wage Payment Schedule:

Every other Thursday.

Meal Plan: Optional

Estimated Cost Per Day: $0

Meal Plan Description:

One free meal provided per shift.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes
Maximum Group Size:

Grooming Requirements:

Tattoos may be visible, provided they are not visible on the face or neck, and they do not depict words or images that are intimidating, violent or sexual in nature, or otherwise inappropriate. You must bathe, use deodorant, and brush teeth and hair daily. Perfumes or colognes are to be used sparingly. Hairstyles must not be extreme and should be appropriate for the health, safety, and grooming standards of your department. Hair must be clean, well-groomed and neatly styled at all times.

Second Job Availability: Yes, likely

Applicable Company Policies:

All policies will be reviewed and signed prior to arrival.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

Food Market, Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Bank, Public Library