WORK & TRAVEL USA

# Wonderstone at Glacier - Housekeeper/ Front Desk

## HOST INFORMATION

**Company Description:**

**About Wonderstone at Glacier:** We are a family-owned hotel in Columbia Falls, Montana, located about 17 minutes (11 miles) from the West Entrance of Glacier National Park. We welcome travelers looking for a comfortable place to rest and a convenient base for exploring the park.

**What We Provide for J-1 Participants**

- Free housing, including Wi-Fi and utilities
- Free transportation to and from work
- Complimentary snacks in the employee break room
- A paid 30-minute lunch break
- Free lunch on Sundays
- Transportation to grocery stores every 15 days
- A monthly outing to Glacier National Park or another local attraction

**Activities and Excursions:** There is plenty to explore around Columbia Falls. J-1 participants can hike local trails and explore Glacier National Park, float down the river, or swim in nearby lakes. Local businesses also offer activities such as ziplining and rafting, and there is a water park and a farm near the hotel. We organize outdoor outings to the park, lakes, and neighboring towns so participants can experience the area together. If a participant chooses to book an activity or service with an outside company, they are responsible for its cost.

**Cultural Exchange:** Cultural exchange is part of everyday life at Wonderstone. J-1 participants have opportunities to connect with one another, work alongside our hotel team, and meet guests from different places. Monthly outings and and attractions offer more ways to experience Montana and share their own cultures with others.

**Host Website:** https://www.wonderstoneusa.com

**Site of Activity:** Wonderstone at Glacier

**Parent Account Name:** Wonderstone at Glacier

**Host Address:** 7366 Us Highway 2 E Columbia Falls , Montana , 59912

**Nearest Major City:** Kalispell , Montana , Less than 25 miles away

## PLACEMENT INFORMATION

**Job Description:**

Job Description

The Housekeeper / Front Desk Associate is a cross-trained hospitality team member responsible for maintaining clean, comfortable guest rooms and assisting with front desk operations. This position combines housekeeping duties with guest services to help provide a welcoming and positive experience for hotel guests.
Responsibilities

*Housekeeping Duties
- Clean and prepare guest rooms and bathrooms according to hotel standards.
- Change bed linens, make beds, and replace towels and guest amenities.
- Vacuum, sweep, mop, dust, and sanitize guest rooms and common areas as assigned.
- Replenish housekeeping supplies and report low inventory.
- Report maintenance issues, damaged items, or lost and found items to the appropriate supervisor.
- Follow hotel cleanliness, safety, and sanitation procedures.

*Front Desk Duties
- Welcome guests and provide friendly, professional customer service.
- Assist guests with check-in and check-out procedures as trained.
- Answer guest questions about hotel amenities, policies, and local attractions.
- Answer phone calls, respond to guest requests, and direct inquiries to the appropriate staff.
- Assist with reservations, room assignments, and basic front desk administrative tasks as assigned.
- Communicate guest needs and concerns to management and other hotel departments.

*General Responsibilities
- Maintain a professional and positive attitude when interacting with guests and coworkers.
- Work collaboratively with housekeeping and front desk teams.
- Follow hotel policies and instructions from supervisors.
- Complete assigned tasks efficiently while maintaining attention to detail.
- Perform other related hospitality duties as needed.

Qualifications
- Friendly, dependable, and customer-service-oriented.
- Comfortable communicating with guests and coworkers in English.
- Able to learn both housekeeping procedures and front desk operations.
- Strong attention to detail and organizational skills.
- Willing to work a flexible schedule, including weekends and holidays as scheduled.
- Previous hotel or hospitality experience is helpful but not required.

Physical Requirements
- Ability to stand and walk for extended periods.
- Ability to bend, reach, lift, and carry housekeeping supplies and linens.
- Ability to perform repetitive cleaning tasks and maintain guest rooms to hotel standards.

**Typical Schedule:**

Monday through Sunday, with days off based on the work schedule

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** $17

**Eligible for Tips:** No

**Estimated weekly wages including tips:** $595

**Bonus:** No

* All figures above are pre-tax

**Estimated average number of hours per week:** 35

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

**Average number of hours per week reached by last year's seasonal employees:** 38

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Free housing on property

## JOB REQUIREMENTS

**English Level required:**

★★★★★☆ Upper-Intermediate

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

Description:

pushing carts and lifting bedding and cleaning chemicals
Standing for entire shift

Handling cleaning chemicals

**Job Training required:** Yes

Length of job training:

2 weeks

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:** No

**Dress Code:** Yes

Description:

Clean clothes, black pants, and closed-toe shoes.

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

Company Parties, Shopping Trips, Trips to Nearby/Major Attractions, Go hiking in the park, swim in the lakes, float down the rivers

**Additional Details about Cultural Offerings:**

We organize outdoor excursions to Glacier National Park and nearby towns. During the summer, team members can experience local traditions such as the Thursday rodeo, the farmers market and the fair held in August. These shared activities give J-1 participants a chance to experience life in Montana.

**Local Cultural Offering:**

J-1 participants can enjoy local markets, rodeos, festivals, and hotel outings to Glacier National Park, Whitefish, and Bigfork. Christian young adult groups are also available for those interested. Participants can also attend public events at Flathead Valley Community College.

## 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:**

Our employee house is located at 3995 MT Highway 206, Columbia Falls, Montana, approximately four minutes from the hotel by car. Housing is provided to J-1 participants at no cost, including Wi-Fi and utilities. The two-story house has a shared living room with a TV and a kitchen equipped with a four-burner stove and oven, two large refrigerators, a microwave, a blender, a coffee maker, and the cookware, dishes, and utensils needed to prepare meals. There are four bedrooms with twin bunk beds. Two bedrooms accommodate up to three people each, and the other two accommodate up to two people each. Rooms include closet space, bed linens, towels, and a desk for studying. The house has two shared full bathrooms. We assign bedrooms by gender. Participants from the same country who would like to share a room may request to do so, subject to available space. Rooms are assigned by Wonderstone rather than on a first-come, first-served basis. The house has heating but no air conditioning; a fan is provided in each bedroom. Entry doors have keycode locks. A standard washer and dryer are available in the laundry room, and bicycles in various sizes are available for participants to use while exploring Columbia Falls.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

The employee house has Wi-Fi service provided by Spectrum. Internet access is included at no cost for J-1 participants.

Phone Service: Yes

Description:

The house has free Wi-Fi for contacting CIEE. A hotel cell phone is available for emergency domestic calls, including 911 and CIEE, but cannot make international calls.

Kitchen facilities: Yes

Description:

Participants have access to a shared kitchen with a four-burner stove and oven, refrigerators, cookware, dishes, and utensils. Kitchen access is free; participants purchase and prepare their own food.

Laundry facilities: Yes

Description:

The employee house has a shared laundry room with a standard washer and dryer available to all residents.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 2 - 3

Rooming Arrangement Description:

The house has four shared bedrooms with twin bunk beds: two accommodate three residents each, and two accommodate two. Wonderstone assigns bedrooms by gender. Participants may request to share a room with a friend or partner of the same gender, subject to availability. The living room, kitchen, and two full bathrooms are shared by all residents.

**Provided Housing Cost:**

Required to Pay for Provided Housing: No

Utilities Costs: No

Housing Deposit: No

**Transportation to Worksite:**

Employer-Provided Transportation
Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: The J-1 coordinator provides free round-trip transportation between the employee house and Wonderstone on workdays. Participants are picked up before their shifts and returned afterward. The drive takes about four minutes. The vehicle accommodates up to seven participants per trip.

# ARRIVAL INFORMATION

**Arrival Instructions:**

Please plan to arrive preferably on a flight that lands during the day. A daytime arrival will allow us to pick you up and, if timing permits, take you to Walmart to buy groceries and other essentials before going to your housing. We schedule regular grocery trips every 15 days, so we strongly recommend purchasing what you will need for your first two weeks.The closest airport is Glacier Park International Airport (FCA), near Kalispell, Montana. We provide transportation from the airport to your housing at no cost. The drive to Columbia Falls takes approximately 15 minutes. Please do not assume a pickup has been scheduled until we confirm it with you. Yo need to send your flight number, airline, arrival date and time, and a cellphone number where we can reach you. The best way to communicate is via the WhatsApp app, as you only need Wi-Fi and can use your home country's cellphone number without any issues; this allows you to communicate with the person in charge of the J-1 program at the hotel. Send any flight changes as soon as possible, at least 2 weeks in advance. We will confirm where to meet you at the airport. We also provide transportation to and from work, coordinate grocery trips every 15 days, and provide transportation to the Social Security office when participants need to apply for a Social Security number. These employer-provided rides are free for our J-1 participants.If you need to arrange transportation independently, the airport lists taxis, shuttles, Uber, and Lyft at iflyglacier.com/ground-transportation. These services charge their own rates; check the fare with the provider before booking. For local travel, Mountain Climber offers public transportation in parts of Columbia Falls, Kalispell, and Whitefish for $1 each way. Its coverage and hours depend on the route, so check availability before relying on it.

Travel confirmation contact: Karlayn Carrillo

Email: karlayn@wonderstoneusa.com

Cellphone: +14063008656

**Suggested Arrival Airport:**

Glacier Park International Airport, FCA, Less than 25 miles

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

Wonderstone at Glacier
7336 US Highway 2 E
Columbia Falls , Montana 59912
https://www.wonderstoneusa.com
3105023055
$75 to $100

# TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** No

**Social Security Number:**

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

Details about how to apply for Social Security Number:

We help them to schedule an appointment on the Social Security office website and provide a list of the documents they need to bring, and the on-site official guides the J1 participants through the process.

Nearest SSA Office: Kalispell Social Security Administration Office — 275 Corporate Drive, Suite D, Kalispell, MT 59901. , Montana , Less than 25 miles

**Other:**

Wage Payment Schedule:

Employees are paid every two weeks by check or direct deposit. If they would like to open a U.S. bank account, we will help them through the process and provide an employment letter for the bank.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes
Maximum Group Size:

Grooming Requirements:

At Wonderstone at Glacier, we ask team members to maintain a clean, neat, and professional appearance that helps guests feel welcome. Good personal hygiene is required. Hair should be clean and kept away from the face when needed for safety or housekeeping duties. Facial hair should be clean and neatly maintained. Visible tattoos and piercings are welcome, provided they do not display offensive content or interfere with safe work. Job-specific uniform requirements will be shared separately.

Second Job Availability: No, unlikely

Applicable Company Policies:

At Wonderstone at Glacier, we aim to create a welcoming experience for guests and a respectful environment for everyone on our team. Participants are expected to arrive on time for their scheduled shifts, provide courteous service, and follow their supervisor's guidance and hotel safety procedures. Schedules are shared by supervisors, and employees receive a paid 30-minute lunch break.

Team members wear a uniform shirt and name badge with black pants and athletic shoes. Flip-flops are not permitted.Personal cell phones should be kept away during work and used during breaks, except in an emergency. Front desk employees do not wear headphones while working, and housekeeping employees keep their hair tied back.

Because we work with guests and share living spaces, we ask everyone to maintain good personal hygiene and a neat appearance.

At the employee house, quiet hours are from 10:00 p.m. to 8:00 a.m. Visitors and smoking inside the house are not permitted. Each resident helps keep the home comfortable for everyone by following the daily cleaning rules and caring for shared spaces. We will review the full workplace and housing guidelines together during orientation.

## COMMUNITY AMENITIES

**Walking Distance from Worksite:**

Restaurants, Internet Cafe

**In Town, Requires Transportation:**

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