WORK & TRAVEL USA

Xanterra Yellowstone National Park - Roosevelt Lodge Housekeeper

HOST INFORMATION

Company Description:

Spend your summer in the **world's first National Park**! If you like **nature, hiking, camping, and enjoying the outdoors,** Yellowstone might be the perfect summer experience for you!

Yellowstone National Park features over **1,000 miles of hiking trails, mountains, rivers, and streams, wildlife, and geological features including geysers, hot springs, and more**. Our jobs are similar to many other places in the U.S., but this is a very special place located in the middle of the wilderness.

You will live and work in one of the 6 remote villages within Yellowstone National Park with other Work and Travel students and employees from the United States. All villages have their own **Employee Dining Rooms and recreational activities**.

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

Site of Activity: Xanterra Yellowstone National Park

Parent Account Name: Xanterra Travel Collection

Host Address: 1 Grand Loop Road Yellowstone National Park , Wyoming , 82190

Nearest Major City: Bozeman , Montana , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Roosevelt Lodge, built in 1920, is located near a campsite once used by President Theodore Roosevelt. The historic, rustic location is like stepping into the wild west, complete with horses, cowboys, cabins, and bonfires.

Roosevelt is a special place to live and work, and provides the most western experience of all our park locations. If you're looking for adventure disconnected from the hustle and bustle, this is the perfect place for you. Roosevelt is located on the north eastern side of Yellowstone, and is about a 45 minute drive from the town of Gardiner, Montana to the north and about 1 hour from Cooke City, Montana to the north east. The village is close to Lamar Valley, which boasts some of the best wildlife watching, hiking trails, and fishing rivers in the entire park.

Employees in Roosevelt live in 4-person cabins complete with a wood burning stove for the colder nights, with shared bathrooms and showers a short walk away in our comfort station cabins. This position is unique, because we only need a few people to be hired for the Roosevelt Housekeeping team, so it is one of the only positions where BridgeUSA participants will get to know both their job and location before arrival to

Yellowstone.

As part of the Roosevelt Lodge Housekeeping team, you'll be working in the guest cabins at the historic Roosevelt Lodge. This job is very physical and includes: Cleaning hotel rooms and guest areas | Removing dirty towels, sheets, and pillowcases for laundry | Replacing clean linens like sheets, blankets, pillowcases, and towels into guest rooms | Cleaning rugs and furniture with a vacuum cleaner | Dusting furniture and equipment | Emptying trash cans and cleaning them inside and out | Cleaning floors with brooms/mops | Using chemical-based products to clean tubs, sinks, countertops, mirrors, toilets, and shower curtains | Replacing trash bags, soaps, bathroom items, and other supplies | Transporting all trash to appropriate dumpsters or recycling areas

The job can require standing/walking for the entirety of the shift, lifting and carrying 50 pounds (22 kg), working in cool and hot temperatures, working outside, and handling cleaning chemicals

Typical Schedule:

You must be available to work nights, weekends and holidays. We are open 7 days a week. Set schedules or days off with friends are not guaranteed and based on the schedule and business needs.

Seasonal changes to job duties or available hours: Yes

Hours can fluctuate greatly, as Roosevelt is a very small location, so even 1 or 2 fewer or extra employees can make a big difference in scheduling.

Drug Test required: Yes

COMPENSATION

Hourly Wage: $15.7

Eligible for Tips: No

Estimated weekly wages including tips: $502.4

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 25

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Some weeks are busier than others, so the schedules will change with business needs. Some weeks you may work 4 days per week, sometimes you will work 6 days per week. Overtime is not guaranteed.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Our gift shops, hotel, and food operations offer employee discounts.

JOB REQUIREMENTS

English Level required:

★★★★☆☆ Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

You need to be able to lift/pull/carry up to 50 pounds(trays and pans of food).
Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Other qualifications or conditions

Description:

Politeness and good Customer Service are expected in all positions. There is a lot of heavy lifting and moving involved. Upper-intermediate English communication is required - speaking and writing. English is very important in this job. Kitchen crew workers may be required to stand or walk for long periods of time.

Job Training required: Yes

Length of job training:

1-2 weeks and ongoing as necessary

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: Yes

Friday

Training requirements:

You will start training for your job the day after you arrive into the park.

Need to wear uniform: Yes

Uniform Policy:

Xanterra provides free uniforms for each position. They must be kept clean and presentable. Students must provide comfortable, black shoes that cover your entire foot; they should have no-slip/slide soles and be vinyl or leather - NO cloth material.

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

All employees must be in proper uniform during their work shift.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Shopping Trips, Holiday Events, Karaoke Nights or Talent Shows, Movie or Game Nights, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, White Water Rafting, Horseback Riding, Hiking, Bonfires, Wildlife Watching, Rodeos, Sports Tournaments

Additional Details about Cultural Offerings:

We have a recreation department that organizes hikes, trips, and other activities. The housing offices at each village plan activities and events for the dorm residents such as movie nights, trivia, and karaoke. We also provide trips specifically for Bridge students.

Local Cultural Offering:

Yellowstone has multiple gateway towns in both Montana and Wyoming where students will have the opportunity to experience life in the West. From horseback riding and white water rafting to rodeos and museums, there's something for everyone to enjoy!

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:

Dorms house 2 to 4 employees per room/cabin, depending on the size, with a shared bathroom and shower room down the hall. Residents of the dorm building will share a large bathroom with one another. **There are a few housing options in employee cabins, and in those cases, the bathroom will be in what is called a "comfort station" outside a short walk away. Quiet hours in all employee housing are from 10:00 p.m. to 7:00 a.m., but there are some dorms which are fulltime quiet dorms. All employees must be respectful of other residents regardless of what time of day it is, and continued or excessive dorm issues can result in documentation up to and including termination from your job. Please expect to share a room with other Yellowstone employees, you may not get to room with your friends if there isn't a room available to accommodate you when you arrive. Your roommate could be another international employee or someone from the U.S. You should be prepared for your roommate to also be older or younger than you, please keep an open mind and be kind to your fellow employees. There is a HR/Housing Manager and Assistant Manager on site with Residence Coordinators at each dormitory and security officers available. Amenities include: laundry machines, provided uniforms, blankets, and sheets. PLEASE BRING YOUR OWN TOWEL AND PILLOW. The room and board fee is deducted from your paycheck every two weeks and covers food, housing, laundry, and related utility costs. This deduction will be calculated according to the number of days the employee is present on location and will not exceed $240.07 + tax over a 2 week pay period (THIS ROOM & BOARD FEE IS FROM 2026 AND COULD CHANGE FOR 2027). If you

are at a location with a pay-as-you-go employee dining room, you will not pay for the meal plan, and will only pay for housing and taxes.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

There is WiFi, but it is not in every building and may not be in the dorm you live in. The internet connection is also VERY slow, we live on 2.2 million acres of wilderness.

Phone Service: Yes

Description:

Phone signals are weak in the park. The best service is Verizon Wireless, but their SIM cards only work in Verizon phones. HR offices have landlines that you can ask to use on occasion.

Kitchen facilities: No

Description:

All meals are eaten in the Employee Dining Room. Dorms do not have kitchen facilities. Meals can be simple or repetitive and dietary requests cannot be accommodated **We cannot guarantee gluten free**

Laundry facilities: Yes

Description:

Laundry is available in the dorms, but students must bring their own detergent.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

We will try to place your with your friends, but there are only so many beds available and when we have a lot of staff already, it is harder to find an entirely open room. You can always make a request to the housing managers to share a room with someone specific, and they will put your name on a list. HOWEVER, you may not be the first or only person on the list so please be nice to the housing managers, as they have a very hard job of trying to make everyone's housing preferences happen.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: $30.29

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time
Estimated commute time: 15 to 30 minutes

Description: Dormitory is within walking distance of work site. Some villages have longer walks than others.

ARRIVAL INFORMATION

Arrival Instructions:

Xanterra will pick you up from Bozeman, MT on a bus just for new employees. The Yellowstone bus will pick you up ON your start date that's decided upon during your interview.

There is **NO** way to get to the park by public transportation, so if you miss your pick-up date, you will need to book a hotel at your own expense, and wait until the next available pick up date. **There is no exception to this!**

We will all go to the social security office together on your start date to apply for your social security card.

The bus will bring you to Gardiner, Montana where our Human Resources office is for new employee check-in. Even if you offer to take a taxi to Gardiner at your own expense it will cost hundreds of US dollars and you won't be allowed to check-in after check-in hours.

YOU CANNOT CHECK-IN TO HOUSING BEFORE YOUR DS 2019 START DATE!

We will pick you up at a specific location in Bozeman. **You MUST arrive in Bozeman the day BEFORE your start date, spend the night at a hotel in Bozeman, and be prepared for pick-up the next day, on your start date.**

We recommend that you book your hotel at Best Western Plus GranTree Inn or somewhere nearby, because that is where the bus pickup is. It is recommended to book your room sooner rather than later. Hotel prices continue to get more expensive every year, so it is strongly recommended that you book as soon as possible.

Suggested Arrival Airport:

Bozeman Yellowstone International Airport, BZN, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: More than $200

If arriving after regular hours:

Suggested After-Hours Accommodation:

Best Western Plus GranTree Inn
1325 N 7th Ave
Bozeman , Montana 59715
bwpbozeman.com
406-587-5261
$150 to $200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Everyone is required to apply on our website and follow the application instructions that we email.

After you've applied, you'll receive an email with your offer information, please make sure the information is all correct. You'll also get an email about your employee details form, which you need to fill out. After you've filled out the employee details form, there are onboarding tasks you need to complete before you arrive in Bozeman.

Steps for onboarding:

1. Apply at https://www.xanterrajobs.com/main/yellowstone-national-park/home

2. Complete employee details form

3. Complete CloudSuite tasks

4. Fill out your pre-arrival check-list that we email to you 2 weeks before your start date

If you do not apply online within two weeks of your interview, your job offer will be considered for cancelation. You also MUST complete your employee details form as soon as possible after you receive your job offer, or you cannot be an official employee and your job offer will be considered for cancelation.

Social Security Number:

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

Details about how to apply for Social Security Number:

The Social Security Administration now has an online application that must be completed before your start date. HOWEVER, the online application expires after 40 days, so it is best to apply 2 weeks before your start date. You will receive an email with pre-arrival instructions about 2 weeks before your start date, including instructions on how to apply online. You MUST follow those application instructions exactly, for us to successfully receive your social security card. Applying online is the first step, and then on your start date, we will all go to the social security office in Bozeman together to do the in-person interview with a social security officer. It is important to bring 2 printed photo copies of your passport, visa, and DS 2019 that we will leave with the social security office.

Nearest SSA Office: Bozeman , Montana , Over 50 miles

Other:

Wage Payment Schedule:

Bi-weekly paychecks. You choose between direct deposit (bank account with a U.S. routing and account number) or opening a Money Network Account for your paychecks to be sent to. If you want to open a U.S. bank account, do that BEFORE your start date.

Meal Plan: Mandatory

Estimated Cost Per Day: $12.82

Meal Plan Description:

Meals in some villages are part of the room and board fee and are deducted from your paycheck. In some villages, meals are pay-as-you go, and you pay individually for what you want (like a store).

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Employees must be neatly groomed, clean, and professional in appearance. Visible piercing and tattoo policies vary per lodge and could impact what position you are able to have. Hair that is dyed an unnatural color (pink, blue, green, etc.) is up to the discretion of the management team, and may impact what position you are able to have. Jewelry should be professional in style and size and not excessive. This is also dependent on your job and safety policies.

Second Job Availability: No, unlikely

Applicable Company Policies:

Using your cell phone during work is restricted to certain times and places and breaking this rule could result in documentation from your manager.

There is a mandatory deduction for the park medical clinics. The cost in 2026 was about $1.16 per day (could change for 2027). All seasonal employees must pay this, even if they have insurance. It allows for reduced rates at all park clinics.

Employees living at villages with an all-you-can-eat employee dining room must pay for the full plan unless they are approved for a medical accommodation to be removed from the meal plan. Meal plan covers three meals each day - breakfast, lunch and dinner.

Employees living at a village with a pay-as-you-go employee dining room system, will pay individually for the items they plan to buy. This means you will not pay for the meal plan and will simply pay for what you eat when visiting the EDR.

****The employee dining rooms cannot accommodate all dietary restrictions and cannot guarantee a gluten free or allergen free environment****

We are open 7 days a week, all season. You must be available to work nights, holidays, and weekends!

Days off with friends are not guaranteed! The schedule might change weekly depending on staffing and what your managers need, and you must be prepared to work accordingly. You may request days off, but your manager must approve them, and might decline your request if they need you to work.

You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager and follow procedure for calling in.

A full list of expectations and policies will be provided once offered a position.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Post Office, Restaurants

Walking Distance from Housing:

Fitness Center

In Town, Requires Transportation:

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

Unavailable:

Internet Cafe