

November 8, 2019

**Job Type:** Lifeguard

**Job Description:** FULL JOB DESCRIPTION IS LISTED IN ADDITIONAL COMMENTS SECTION.

**Internal Job Type:** Hersheypark Lifeguard

**No Students being hired:** 60

**Age requirement:** None

**Wage:** 9.25/per hour

*Details:*

**Dress Code:** Uniform

Uniform will be provided upon arrival free of charge; however, participants are required to pay for any lost or damaged items and to return the uniform at the end of the season. Please refer to Wardrobe department upon arrival for current prices.

Participants must bring proper sandal footwear and sunglasses. Rubber sandals are recommended. Participants will also need to bring closed-toed shoes.

- Hair should be clean, combed, and neatly trimmed or arranged, with no excessive hair ornaments
- Long hair must be secured and away from the face
- Eccentric hair colors not occurring in nature and eccentric hair styles are not permitted
- No visible piercings other than earrings
- Tattoos may be shown under certain circumstance, please ask during interview for more details
- Deodorant must be worn daily
- Please shower daily

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

**Job Type:** Lifeguard

**Job Description:**

Hershey Entertainment & Resorts - Hersheypark, Hershey, PA

November 8, 2019

**Job Benefits (bonuses, incentives):**

- Free admission to Hersheypark and ZooAmerica
- Employee Recognition Programs
- Employee parties and events
- Discounts on Food and Beverage and Retail Merchandise at various Hershey Entertainment and Resorts properties
- Discounts at Hershey's Chocolate World
- Opportunities for promotions with pay increase
- Meal Allowance of \$42.00 per paycheck (instead of complimentary Hersheypark tickets)
- Visiting other parks and events for free (Reciprocal Admission Program)
- Possible extra pay increase in late-August
- Transportation reimbursement of costs deducted from paycheck (if meets working criteria - details are included in "Additional Comments" section at end of Job Offer).

**Is there a Social Security Admin office near you:** Yes

**Are you willing to take student to the SSA office?:** No

**SSA office details:**

Participants will be required to provide proof of applying for a social security card on the day of their Orientation with Hershey Entertainment and Resorts. The day of I-2 Orientation will be the day they apply for their social security card. Participant is required to bring all necessary documents to the appointment (original passport, original visa, and original DS-2019) and arrive on time.

**Participant Requirements**

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**What are the 3 most important qualities you look for in an employee:**

- Trustworthy
- Dependability
- Teamwork

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**Please list any special instructions or hiring restrictions by your company (if any):**

Participants will be required to complete an online application before arriving (email will be sent with link to complete application).

Required forms to be completed – some will be required prior to arrival, while others will be required upon arrival:

- PA Residency Certification Form
- Employment Eligibility Verification Form (I-9)
- Federal Tax Form (W4)
- Worker Compensation Information Form
- Worker Compensation Rights and Duties Form
- Photo Release/Consent to Search Form
- Employee General Information Form (EEO)
- Additional Personal Data Form (Local Address and Email Address)
- Code of Conduct and Ethics and Company Policies Acknowledgement Form
- Application for Social Security Card
- Bus and Rent Deduction Form
- \*\*Bloodborne Pathogens Employee Hepatitis B Vaccine Notification & Authorization Form (Lifeguards and Attractions Lead only)

\*\*Lifeguards and Attractions leads may come in contact with blood or bodily fluids. The Company offers the Hepatitis B vaccine at no charge for those positions.

Drug tests for Rides and Lifeguards are required on first day of work. If a participant doesn't pass, or refuses, they will not be allowed to work at Hershey Entertainment and Resorts.

Upon arrival, both Rides and Lifeguards will need to pass a rides test. If participant fails rides test, they will not be allowed to work in Rides or as a lifeguard and will not be guaranteed another job within Hershey Entertainment and Resorts.

**Are you interested in being a Greenheart Employer?**  Yes  No

*This business has elected to be a member of CCI's Greenheart Club. We encourage all participants placed here to join the Greenheart Club, as well. This can be done via the CCI online application system. You may be expected to participate in an environmental initiative or event, while employed by this business. Don't worry, it will be fun!* [Login](#)

## Housing Options

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*You DO provide housing*

**Sex:**

**Is the participant required to sign a separate housing contract?**  Yes  No

**Is housing provided for the students?** Yes

**What type of housing is available?**  Dormitory  Shared Apartments  Other

**Brief description of housing:**

Hershey Entertainment & Resorts - Hersheypark, Hershey, PA

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Housing terms may change if a participant's employment at Hersheypark is ended. Housing is secured for a period of time that matches each participant's program dates. There will be two participants per bedroom in 1, 2, or 3 bedroom units. Single housing is not available. Each participant is responsible for full payment of the lease duration. Apartments will be furnished. However, furnishings are basic and may be different, and so may kitchen equipment and utensils. Microwave available in some units. More housing details will be emailed to participants 14-30 days prior to their arrival.

Rent is charged on a weekly basis at \$112 per week (depending on housing location). The week runs from Monday at noon to the following Monday at noon. Any partial weeks will be billed at \$112.

Participants are responsible for all utility costs over \$150 per month.

For additional housing information please see the additional comments section.

**Address:** To Be Determined **City, State, Zip:** To Be Determined, PA To Be Determined

**Please check amenities/services provided with the housing, if applicable include additional costs:**

Linens  Telephone  Furniture  Cooking  Kitchenware  Microwave  AC / Heat  
 Bed  Air Mattress  Computer  Internet  WiFi  Private Bathroom

**Rent of this housing (per participant)?** \$112.00 per week

**Are housing costs automatically deducted from participants' paychecks?**  Yes  No

**Are utilities included?**  Yes  No **Approx. cost of utilities (per participant)?** Up to \$150.00 allowed per month

**Is a housing deposit required upon arrival?** Yes (upon arrival) \$300 housing security deposit plus \$336 for three weeks rent are due upon arrival/check in (a total of \$636). Participants will not be allowed to move in without making a full housing payment. Balance of rent will be paid by voluntary payroll deduction.

Security deposit will be refunded to participants no later than 30 days after they vacate the housing unit. Refunds can be placed in participant's bank account in the U.S. or sent via a check to the address they provided to I-2. A \$50 administrative fee will be deducted from the security deposit. Unpaid rent, cost for damages or items missing from the housing unit, and cost for cleanliness issues including carpet shampooing will also be deducted from the security deposit.

All utilities are included in rent up to a maximum of \$150.00 per month per apartment. Any utility costs that exceed \$150 will be deducted from the participant's security deposit.

**How will the deposit be refunded to the participant (final paycheck, etc.)?** Security Deposit refunds will be placed in participant's bank account in the U.S.

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*Transportation To and From Work*

How far is this housing from the job site? Other 14 miles  
How will the student get to and from work? public and/or private transportation  
What is the approximate ONE WAY travel time to work? 20-30 minutes by bus  
What is the approximate ONE WAY travel cost to work? \$30 per paycheck (see Additional Comments section)

**Participant Travel to Business**

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Participant should contact you: Upon boarding:  Upon arrival:   
Employer's Emergency phone number: 717-534-8988  
Hersheypark Security Dispatch

**PLANE**

*(Participants should book tickets directly through an airline or travel agent.)*

Arrival to (city, airport): Harrisburg, PA Airport (MDT)

Preferred Arrival Time: Morning

Will participant be picked up from the airport? Yes  No

If so, by who? Not Applicable

How far from the airport is your place of business? 14 miles

**Special instructions/comments regarding participant's arrival:**

Participants must enter their travel itinerary in their Greenheart Exchange Online account and email it to I-2 as soon as it is confirmed at [rachelgartner@harristown.net](mailto:rachelgartner@harristown.net).

Upon arrival in Harrisburg, participants will go to the International House, 314 Chestnut Street, Harrisburg, Pennsylvania. At the airport, participants can take Capital Area Transit Bus (CAT) for \$1.75 or a taxi for about \$30. Participants need the exact change to pay the bus fare. For more information please visit <http://www.cattransit.com/routes-and-schedules/>. Uber/Lyft may also be available.

Participant should arrive on Monday between 9 AM - 9 PM. I-2 orientations are scheduled on Tuesday mornings. Arrivals outside of the normal hours of operation must be approved in advance.

During the week of May 25th, 2020 arrivals will only be accepted on Tuesday, May 26, 2020. Arrivals will not be accepted on Monday, May 25, 2020, due to the Memorial Day Holiday. I-2 Orientation during this week will be conducted Wednesday, May 27, 2020. Participants who arrive on Monday, May 25th, will need to secure a hotel room for that night.

**PARTICIPANTS SHOULD NOT TRAVEL TO THEIR WORK SITE PRIOR TO CHECKING IN TO THEIR HOUSING AND ATTENDING I-2 ORIENTATION!**

Hershey Entertainment & Resorts - Hersheypark, Hershey, PA

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**BUS**

*(Participants should obtain tickets directly through an airline or travel agent.)*

**Arrival to (city, station):** Harrisburg, PA

**Preferred Arrival Time:** Morning

**Will participant be picked up from the station?** Yes  No

**If so, by who?** Not Applicable

**How far from the station is your place of business?** 14 miles

**Special instructions/comments regarding participant's arrival:**

Participants must enter their travel itinerary in their Greenheart Exchange Online account and email it to I-2 as soon as it is confirmed at [rachelgartner@harristown.net](mailto:rachelgartner@harristown.net).

If participants want to fly into major cities such as New York City, Philadelphia, or Newark, they can take a Greyhound bus to Harrisburg. One way tickets from these cities range from \$15-\$50. Please check out <https://www.greyhound.com> for specific bus schedules and costs.

Participants should be prepared to take a public bus, shuttle, or taxi from the airport they arrive at to the bus station. Participants can find the address of the respective bus station from <https://www.greyhound.com> or Google. They should also research the best mode of transportation to take to the bus station before they depart their home country.

Upon arrival in Harrisburg, participants will go to the International House, 314 Chestnut Street, Harrisburg, Pennsylvania. The IHouse is within walking distance from the Bus/Train station. Here is a map: <https://goo.gl/maps/1NiS1VRY1e82>.

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TRAIN

(Participants can obtain ticket information at [www.amtrak.com](http://www.amtrak.com))

**Arrival to (city, station):** Harrisburg, PA

**Preferred Arrival Time:** Morning

**Will participant be picked up from the station?** Yes  No

**If so, by who?** Not Applicable

**How far from the airport is your place of business?** 14 miles

**Special instructions/comments regarding participant's arrival:**

Participants must enter their travel itinerary in their Greenheart Exchange Online account and email it to I-2 as soon as it is confirmed at [rachelgartner@harristown.net](mailto:rachelgartner@harristown.net).

If participants want to fly into major cities, such as New York, Philadelphia, or Newark, they can take the Amtrak train to Harrisburg. One way tickets from these cities range from \$32-\$70. Amtrak station may be available inside airport, but please check <https://www.amtrak.com/home.html> for specific train schedules, locations and costs. Participants should be prepared to take a public bus, shuttle, or taxi from the airport they arrive at to the train station. Participants can find the address of the Amtrak station through <https://www.amtrak.com/home.html> or Google. They should also research the best mode of transportation to take to the train station before they depart their home country.

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## Community Profile

*This information will help students to know what to expect upon their arrival and help them prepare for their Work and Travel experience.*

**How would you describe your area?** Other  Small City

**Please provide a brief description of your community:** Hershey is a tourist destination. There are many things to do such as visit Hersheypark, ZooAmerica, Hershey's Chocolate World, Hershey Museum, Hershey Gardens, and a variety of restaurants and stores.

Harrisburg is the capital of Pennsylvania. Downtown Harrisburg offers a variety of entertainment. Train depot offers easy transportation to Lancaster, Philadelphia, New York, and Washington, D.C. (1 ½- 3 hours).

**Is there anything special that students should bring?**

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**Hershey Entertainment & Resorts - Hersheypark, Hershey, PA**

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If arriving in May, or staying through September, bring warm clothes. Bring summer clothes for June-August.

Please read this Job Offer and all I-2 emails with all the attachments carefully.

Participants should travel with enough money to pay \$336 rent, \$300 security deposit, and have additional money for food and other living expenses prior to receiving their first paycheck, which may take up to 3 weeks.

Participants must ensure that their name and all information in the following documents are correct and bring the original documents and five copies of each document below:

- Passport picture page
- Visa page
- DS-2019 form
- I-94
- Social Security Card (if already worked in USA)

Information to provide at the airport in case of delayed luggage:  
 International House  
 314 Chestnut Street  
 Harrisburg, PA 17101  
 Telephone: 717-645-8807

**What are the seasonal temperatures?**

**Spring:** 8-15 C

**Summer:** 23-38 C

**Fall:** 18 C or colder

**Winter:** -1 C or colder

**What is near work?**

<b>Transportation Depot:</b>	✓	On foot		In town / by public transport		Requires a car	N/A
<b>Food/Super Market:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Shopping Mall:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Post Office:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Bank:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Public Library:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Movie Theater:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Restaurants:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Fitness Center/Gym:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Sports/Recreation Facility:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Nightlife:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Laundromat:</b>		On foot	✓	In town / by public transport		Requires a car	N/A
<b>Internet Access:</b>	✓	On foot		In town / by public transport		Requires a car	N/A

**Indicate other nearby activities:**

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**Hershey Entertainment & Resorts - Hersheypark, Hershey, PA**

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Most activities are available in Harrisburg, PA. Housing location may be elsewhere, but a bus pass will be given to help participants experience activities in Harrisburg.

- Whitaker IMAX Theater and Science Center
- Capitol Building
- Pennsylvania State Museum
- Arts Festival
- Kipona
- Open Stage Theater
- Shakespeare Festival
- American MusicFest
- Jazz Festival
- Strawberry Square
- Broad Street Market
- Susquehanna Riverfront
- City Island
- Restaurant Row
- Bowling
- Shopping mall
- Appalachian Mountains
- Susquehanna River
- Baltimore (2 hours)
- Philadelphia (2 hours)
- New York City (3 hours)
- Washington D.C. (2 hours)
- Lancaster (45 minutes)

Transportation:

Capital Area Transit (CAT) is the public bus transportation provider for Harrisburg and surrounding areas

See the following link for route details: <http://www.cattransit.com/routes-and-schedules/>

Participant will receive a CAT bus pass as part of their \$30 per paycheck deduction.

**List of interesting area websites:**

[www.HersheyPA.com](http://www.HersheyPA.com)

[www.Hersheypark.com](http://www.Hersheypark.com)

[www.harrisburgpa.gov](http://www.harrisburgpa.gov)

[www.hyp.org](http://www.hyp.org)

[www.hersheysbest.com](http://www.hersheysbest.com)

[www.visitshersheyharrisburg.org/things-to-do/family-fun/](http://www.visitshersheyharrisburg.org/things-to-do/family-fun/)

[www.visittheusa.com](http://www.visittheusa.com)

[https://www.youtube.com/watch?v=4lwd2Fukh\\_E](https://www.youtube.com/watch?v=4lwd2Fukh_E) (Hershey The Sweetest Place On Earth)

**Is there wireless internet available?**

Free access to the internet is provided at all housing facilities, every public library, and in some cafés and restaurants.

**Additional Comments:**

JOB DESCRIPTIONS:

**HERSHEYPARK AMUSEMENT PARK ATTENDANT**

- Participants will be placed into either a Ride Operator or Food and Beverage Clerk and expected to work in assigned department for the summer. There is no guarantee that participants will be placed in their preferred department.

- If a participant needs to change department/location after being assigned, a medical reason and doctor's note must be provided to Human Resources

JOB DUTIES:

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**Hershey Entertainment & Resorts - Hersheypark, Hershey, PA**

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**A) Ride Operator:**

- Safely operate rides and remain vigilant and aware
  - Provide excellent guest services (ex: greeting, answering questions, smiling at guests and coworkers)
  - Direct guests to and from ride area, assist in loading and unloading of rides, which may include lifting children into rides as needed
  - Physically check safety restraints to ensure they are in the correct and locked position
  - Comprehend written and verbal instructions and retain information
  - Consistently enforce all ride safety, park and department policies; including enforcing the ride height requirements and following all safety procedures
  - Complete basic math without using a calculator
  - Keep a safe and clean work area
  - Provide safety speech to guests by using a microphone
  - Other job related duties as assigned by supervisors or managers
- Must be friendly, upbeat, and work well with other employees and be able to interact with guests in a fast paced environment
- Must be able to speak, write and understand English
  - Must have the ability to safeguard confidential information
  - Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment & Resorts guidelines
  - Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Working outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather.
  - Physical requirements would include ability to stand (for up to 5 hours at a time), walk, bend at the waist and knees and have repeated manual dexterity, and the ability to push and pull and reach above shoulder level; must also be able to hold and use a height measuring stick to assess guests' height for each attraction
  - Requires lifting up to 35 pounds without assistance on a regular basis
  - Must be able to work inconsistent hours between 8:00AM-12:15AM any day of the week, including weekends, holidays, and religious holidays.
- Drug tests for Ride Operators are required on first day of work. If a participant doesn't pass, or refuses, they will not be allowed to work with Hershey Entertainment and Resorts.

\*Cell phones and similar distractions (including smart watches) are prohibited while clocked in. Any violation of this policy will result in termination of employment.

**B) Food and Beverage Clerk:**

- Provide excellent guest services (ex: greeting, answering questions, smiling at guests and coworkers)
  - Prepare and serve Food and Beverage items to guests
  - Take Food and Beverage orders
  - Operate a cash register and make correct change (knowledge of American Currency needed). It is important that the cash register has correct change at the end of each shift.
  - Clean (with cleaning chemicals and gloves), sanitize, and sweep/mop work areas, including food prep areas, other food contact surfaces, patio/condiment areas, and floors/walkways
  - Store and rotate stock and food items
  - Perform opening and closing procedures related to the assigned Food and Beverage location and as directed by shift supervisors
  - Other job related duties as assigned by supervisors or managers
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment and Resorts guidelines
- Must be able to work inconsistent hours between 9:00AM-1:15AM any day of the week, including weekends, holidays, and religious holidays
  - Must be able to speak, write and understand English

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**Hershey Entertainment & Resorts - Hersheypark, Hershey, PA**

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- Work outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather.
- Work as a team in a food stand or work independently at a food stand
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Physical requirements include standing (for up to 5 hours at a time), walking, bending and lifting up to 9 kg (20 lbs) without assistance
- May be working around hot stoves, working with hot oil, and working in non-air conditioned food stands during extreme heat
- Hersheypark uses non-latex gloves, but uses vinyl gloves

**HERSHEYPARK LIFEGUARD**

**JOB DUTIES:**

- Oversee/Enforce rules and safety regulations
- Anticipate, recognize, and respond to aquatic emergencies
- Monitor equipment/supplies
- Maintain work area and surrounding environment
- Maintain lifeguard and first aid skills at "test ready" level at all times
- Participate in daily lifeguard in-service training
- Other duties as assigned

**MUST BE ABLE TO:**

- Swim 45.7 meters (50 yards) using crawl or breaststroke without resting or using flippers
- Swim under 1.2 meters (4 feet) of water and retrieve a 4.5 kg (10 lb.) brick
- Tread water without using arms for 1 minute
- Attend and complete the Ellis & Assoc. International Pool and Lifeguard Training (program provided and paid for by Hersheypark)
- Safely exit pool without use of stairs, ladders, or zero depth
- Handle stressful working conditions, emergencies, and accept a high degree of accountability
- Push, pull, and lift a minimum of 34 kg (75 lbs.)
- Speak, write, and understand English
- Stand, bend, sit, and walk
- Have complete mobility and good physical conditioning, hearing and vision, and ability to tolerate heat, direct sunlight, and chlorine

- Must have normal vision (20/25 or 20/25 corrected)
- Prior lifeguarding experience a plus, but not required
- Must be friendly, upbeat, and work well with other employees and be able to interact with guests
- Must be able to speak, write, and understand English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey

**Entertainment & Resorts**

- Must have the ability to safeguard confidential information
- Must be in good physical condition
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

- Be prepared to work in chilly weather when the water is cold or to work in extremely hot weather
- May be required to stand in water while on duty
- Must stand while on duty
- Must pass the certification test in order to work
- Allowed to wear a watch to monitor time (not a smart watch)

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**Hershey Entertainment & Resorts - Hersheypark, Hershey, PA**

**November 8, 2019**

- Note: One location involves water being dumped on lifeguards regularly

**Working Conditions:**

-Working outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather  
- Expect to work an inconsistent schedule between 8:00AM-12:15AM any day of the week, including weekends, holidays, and religious holidays

Lifeguard certification test includes written test in English, swim test, CPR test, rescue test, and feet-first dive test to retrieve a ten pound brick.

Lifeguards start as Ride Operators with a lower pay rate of \$8.50/hr until completing and passing the free Lifeguard Certification test, typically within 2 weeks of starting working. Participants who fail the swim or certification test will not be guaranteed another job within Hershey Entertainment and Resorts.

Drug tests for Lifeguards are required on first day of work. If a participant doesn't pass, or refuses, they will not be allowed to work with Hershey Entertainment and Resorts.

Returning lifeguards (2019 Ellis Certified) will start at \$9.25/hr and be placed into a re-certification class. They will have the option to test for the Special Facilities lifeguard position and earn \$10.80/hr. If they do not pass, they will remain as a lifeguard at \$9.25/hr.

Lifeguards who stay past Labor Day will transition to Ride Operators but will continue to be paid at their current Lifeguard rate.

**A LIFEGUARD'S ABILITY TO BE ALERT, FOCUSED AND AWARE WILL BE TESTED THROUGHOUT EMPLOYMENT BY LIVE ACTORS AND/OR MANNEQUINS BEING PLACED IN THE LIFEGUARD'S ZONE OF PROTECTION TO ENSURE RESPONSIVENESS.**

Cell phones and similar distractions (including smart watches) are prohibited while clocked in. Any violation of this policy will result in termination of employment.

**HERSHEYPARK LIFEGUARD LEAD**

**THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.**

**\*\*Returning lifeguards may be considered for promotion to a Lifeguard Lead position. These promotions are limited, and are not guaranteed. Returning lifeguards must communicate to their department and follow instructions given to them to be considered for promotion.**

**Overview:**

Hersheypark Lead Lifeguard responsibilities include: greeting guests, training employees, lifeguarding attractions, maintaining a clean and safe work area, ensuring guests' safety, and supervising the aquatic attractions. This position works in a team environment with other lifeguards, Lifeguard Leads, and supervisors.

**Duties:**

- Helping prepare and conduct morning meetings with other team members
- Reporting to assigned attraction and conducting morning inspection
- Cleaning (with cleaning chemicals and gloves), sanitizing, and sweeping work area, including queue line, attraction, and decks/walkways
- Completing employee training at attraction
- Communicating with supervisors about staffing needs
- Anticipating, recognizing, and responding to aquatic emergencies
- Coaching and disciplining employees
- Ensuring employees at attraction rotate evenly and receive break

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- Monitoring USA Child Labor Laws
- Recording and tracking hourly capacity
- Resolving guest situations at attraction
- Supervising team members lifeguarding at the attraction
- Monitoring equipment and supplies
- Properly closing attraction and reporting to group meeting to help close area
- Lifeguards must maintain lifeguard and first aid skills at "test ready" level at all times
- Serve as an instructor at lifeguard in-service training
- Must have complete mobility and good physical conditioning, hearing and vision, and ability to tolerate heat, direct sunlight, and chlorine

**ADDITIONAL QUALIFICATION:**

- Applicants must attend and complete the Ellis & Assoc. International Pool and Lifeguard Training Program provided and paid for by the Hershey Entertainment Complex
- Must be able to swim 183 meters (200 yards) using crawl or breaststroke without resting
- Must be able complete a feet first surface dive and retrieve a 4.5 kg (10 lb.) brick to the surface
- Must be able to tread water, without the use of arms for two minutes
- Ability to handle stressful working conditions, emergencies, and to accept a high degree of accountability
- Must be in good physical condition
- Must have normal vision (20/25 or 20/25 corrected)
- Must be able to safely exit pool without use of stairs, ladders, or zero depth entry
- Effective communication skills and employee relations skills
- Must attend required hours of Leadership Development Training
- Must be able to understand and communicate in English
- Must be friendly, upbeat, and work well with other employees and be able to interact with guests
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment and Resorts guidelines
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Physical requirements include standing, bending, sitting, walking, and communicating.
- Additional physical requirements include complete mobility and good physical conditioning, good hearing and vision, and ability to tolerate heat and sunlight.
- Must be able to push, pull, and lift minimum of 34 kg (75 lbs.)
- Working outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather.
- Must be able to work inconsistent hours between 8:30AM-12:15AM any day of the week, including weekends, holidays, and religious holidays.

Participants who are placed in the Lead Lifeguard position will be required to take a drug test prior to starting work. Failure to comply or pass the test will result in their offer of employment being rescinded.

**HERSHEYPARK FOOD AND BEVERAGE ASSISTANT TEAM LEADER  
THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.**

**\*\*Returning Food and Beverage employees may be considered for promotion to Food and Beverage Assistant Team Lead position. These promotions are limited, and are not guaranteed. Returning Food and Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.**

**Job Functions:**

- Training employees to ensure that they are capable of interacting appropriately with guests, and that they have the information needed to answer guest questions

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- Overseeing and training staff on proper register and cash handling procedures and reporting issues with money bag/loan box variances as they arise
- Ensuring strict adherence to USA Child Labor Laws, and reporting any potential violations to their direct supervisors
- Monitoring stand appearance and operations (inside and outside), including the condiment and seating areas to ensure cleanliness and organization
- Monitoring food preparation and portion controls, including adherence to food safety standards and ensuring quality product in line with federal, state, and company laws and policies
- Maintaining appropriate food production levels based on projected business and weather on a daily basis
- Performing other job related assignments and tasks as assigned

**Additional Qualifications:**

- Must be certified or be able to pass an alcohol service class if 18 or older and working in a location that serves alcohol (training will be provided)
- Must be able to clearly communicate, read and write in English
- Must be self-motivated to complete tasks and be able to multitask while prioritizing job tasks and assignments
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment and Resorts guidelines
- Must embody HE&R company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Physical requirements include standing (for periods up to at least 8 hours at a time), walking (including up and down stairs), bending, and repeated lifting up to 9 kilograms (20 pounds) without assistance
- Working outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather
- May be working around hot stoves, working with hot oil, and working in non-air conditioned food stands during extreme heat
- Must be able to work inconsistent hours between 7:00AM-1:15AM any day of the week, including weekends, holidays, and religious holidays

**HERSHEYPARK ATTRACTIONS LEAD**

**THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.**

**\*\*Returning Rides employees may be considered for promotion to a Ride Lead position. These promotions are limited, and are not guaranteed. Returning Rides employees must communicate to their department and follow instructions given to them to be considered for promotion.**

**Job Functions:**

- Helping prepare and conduct morning meetings with other team members
- Reporting to assigned attraction and conducting morning inspection
- Cleaning (with cleaning chemicals and gloves), sanitizing, and sweeping work area, including queue line, attraction station, floors/walkways, and attraction
- Completing employee training at attraction if needed
- Communicating with supervisor about staffing needs
- Operating attraction in an efficient and safe manner
- Coaching and disciplining employees
- Ensuring employees at attraction rotate evenly and receive break
- Recording and tracking hourly capacity
- Resolving guest situations at attraction
- Supervising team members operating at the attraction
- Responding to ride break downs professionally and assisting guests, team members, maintenance, and supervisors where needed
- Properly closing attraction and reporting to group meeting to help close area

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**Basic Qualifications:**

Must have at least three (3) months experience in Ride Operations as a Ride Operator or Lifeguard.

**Additional Qualifications:**

- Effective communication skills and employee relations skills
- Must attend required hours of Leadership Development Training
- Must be able to understand and communicate in English
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment and Resorts guidelines
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Physical requirements include standing (for up to 5 hours at a time), walking, bending, climbing stairs, and lifting up to 9 kilograms (20 pounds) without assistance
- Working outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather
- Work environment can be extremely loud at times
- Occasional work in high places, up to 91 meters (300 feet), is required
- Must be able to work inconsistent hours between 8:00AM-12:15AM any day of the week, including weekends, holidays, and religious holidays

**HERSHEYPARK FOOD AND BEVERAGE TEAM LEADER**

**THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.**

**\*\*Returning Food and Beverage employees may be considered for promotion to Food and Beverage Team Leader position. These promotions are limited, and are not guaranteed. Returning Food and Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.**

**Job Functions:**

- Training and supervising employees to ensure that they are capable of interacting appropriately with guests, and that they have the information needed to answer guest questions
- Overseeing and training staff on proper register and cash handling procedures and reporting issues with money bag/loan box variances as they arise
- Placing employees for their location at appropriate positions and ensuring that employees have the proper breaks, supplies, and other operational items needed throughout their shifts
- Ensuring strict adherence to USA Child Labor Laws, and reporting any potential violations to their direct supervisors
- Making sure that their location is open and then closes at the proper times established by business needs along with guidance from the supervisory/management team
- Monitoring stand appearance and operations (inside and outside), including the condiment and seating areas to ensure cleanliness and organization
- Monitoring food preparation and portion controls, including adherence to food safety standards and ensuring quality product in line with federal, state, and company laws and policies
- Maintaining appropriate food production levels based on projected business and weather on a daily basis
- Maintaining equipment properly, and reporting problems with equipment to the appropriate supervisors and/or maintenance staff during operations so that problems are corrected
- Handling both guest compliments and complaints, and be able to answer guest questions or to direct them to the appropriate source of information
- Performing other job related assignments and tasks as assigned

**Additional Qualifications:**

- Must be certified or be able to pass an alcohol service class if 18 or older and working in a location that serves alcohol (training will be provided)

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- Must be able to clearly communicate, read and write in English
- Must be self-motivated to complete tasks and be able to multitask while prioritizing job tasks and assignments
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment and Resorts guidelines
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Physical requirements include standing (for up to at least 8 hours at a time), walking (including up and down stairs), bending, and repeated lifting (up to 9 kilograms (20 pounds) without assistance)
- May be working around hot stoves, working with hot oil, and working in non-air conditioned food stands during extreme heat
- Working outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather
- Must be able to work inconsistent hours between 7:00AM-1:15AM any day of the week, including weekends, holidays, and religious holidays

**FOOD AND BEVERAGE CONCESSIONS BUILDING SUPERVISOR  
THIS PROMOTED POSITION IS ONLY AVAILABLE FOR RETURNING EMPLOYEES.**

**\*\*Returning Food and Beverage employees may be considered for promotion to Food and Beverage Building Supervisor position. These promotions are limited, and are not guaranteed. Returning Food and Beverage employees must communicate to their department and follow instructions given to them to be considered for promotion.**

This position will be responsible for operating and supervising a concession location and will work directly with the Team Leaders at the location and will report up through the Concessions Area Supervisors. This position will oversee the daily operations relating to employee staffing, revenue operations, and overall general concession location operations.

**Job Functions:**

- Training and supervising employees to ensure that they are capable of interacting appropriately with guests, and that they have the information needed to answer guest questions
- Overseeing and training staff on proper register and cash handling procedures and reporting issues with money bag/loan box variances as they arise
- Placing employees for their location at appropriate positions and ensuring that employees have the proper breaks, supplies, and other operational items needed throughout their shifts
- Ensuring strict adherence to USA Child Labor Laws, and reporting any potential violations to their direct Area Supervisors
- Making sure that their location is open and then closes at the proper times established by business needs along with guidance from the supervisory/management team
- Monitoring stand appearance and operations (inside and outside), including the condiment and seating areas to ensure cleanliness and organization
- Monitoring food preparation and portion controls, including adherence to food safety standards and ensuring quality product in line with federal, state, and company laws and policies
- Maintaining appropriate food production levels based on projected business and weather on a daily basis
- Maintaining equipment properly, and reporting problems with equipment to the appropriate supervisors and/or maintenance staff during operations so that problems are corrected
- Handling both guest compliments and complaints, and be able to answer guest questions or to direct them to the appropriate source of information
- Performing other job related assignments and tasks as assigned

**Additional Qualifications:**

- Must be certified or be able to pass an alcohol service class if 18 or older and working in a location that serves

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alcohol (training will be provided)

- Must be able to clearly communicate, read, and write in English
- Must be self-motivated to complete tasks and be able to multitask while prioritizing job tasks and assignments
- Must display a positive attitude, eagerness to learn, and professional image in compliance with Hershey Entertainment and Resorts guidelines
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Physical requirements include standing (for up to at least 8 hours at a time), walking (including up and down stairs), bending and repeated lifting (up to 9 kilograms (20 pounds) without assistance)
- May be working around hot stoves, working with hot oil, and working in non-air conditioned food stands during extreme heat
- Working outside in extreme heat, cold, humidity, rain, direct sunlight, and inclement weather.
- Must be able to work inconsistent hours between 7:00AM-1:15AM any day of the week, including weekends, holidays, and religious holidays.

**PARKING LOT ATTENDANT / TRAM ASSISTANT**

**Job Description:**

**PARTICIPANTS WILL BE WORKING IN BOTH POSITIONS, AND WILL ROTATE BETWEEN BOTH JOBS AS NEEDED THROUGHOUT THE SUMMER. PARTICIPANTS MAY ALSO BE REQUIRED TO WORK IN PAID PARKING BOOTH.**

**Job Functions:**

- Greet guests of the Hershey Entertainment Complex
- Provide exemplary service, and a safe and friendly atmosphere for all guests and employees
- Know and understand post orders and daily event details
- Communicate effectively with supervisor and other employees to ensure efficient parking procedures
- Consistently practice safe work habits including, but not limited to, use of personal protective equipment and reporting of unsafe situations
- Maintain the cleanliness of equipment and work location
- Maintain a professional appearance in accordance with Hershey Entertainment and Resorts appearance standards
- Must answer guests' questions in regards to Hershey attractions
- Patrol parking lots between times of heavy traffic flow
- Monitor traffic posts and assist guests and employees in crosswalks
- Keep general flow of traffic orderly
- Direct guests where to park and assist with traffic flow
- Verify the "bank" of cash provided for change and necessary supplies at the start of each shift
- Collect payment either through cash, credit card, or validation – always securing cash according to the department's standard operating procedures
- Provide the correct change for cash transaction and issue a receipt for all fee transactions
- Verify parking credentials
- Issue tickets to guests, recording the required information on each ticket
- Keep logs of vehicles entering the Hershey Entertainment Complex
- Give safety speech to passengers prior to beginning the transport on the tram. \*Only those comfortable with public speaking and clear English language will be eligible to perform this job function
- Maneuver ramp to assist with wheelchair-bound passengers on and off of tram
- Ensure strollers are loaded, secured and unloaded in a safe and efficient manner
- Ensure loading and unloading of all guests in a safe and efficient manner
- Assist in crowd management duties at tram loading and unloading areas
- Perform other duties as assigned.

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**Additional Qualifications:**

- Must be comfortable in processing cash transactions without the use of a calculator or cash register
- Must be friendly, upbeat, and work well with other employees and be able to interact well with guests
- Must be able to work with large crowds in a fast paced environment
- Must be detail oriented and have clear verbal and written communication skills
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the Hershey Entertainment and Resorts' guidelines
- Must be able to successfully complete all legal, company, and department training requirements to include, but not limited to, passing required tests and certifications within established timelines
- Must embody company core values: Devoted to the Legacy, Selfless Spirit of Service, Team Focused, Respectful of Others

**Working Conditions:**

- Ability to traverse stairs
- Must be able to work in a combination of indoor and outdoor weather conditions
- Physical requirements include prolonged standing, bending, sitting, walking, being in an enclosed space (toll booth)
- Must be able to safely lift approximately 22.7 kilograms (50 pounds), possibly multiple times after one event
- Must be able to work inconsistent hours between 9:00AM-12:15AM any day of the week, including weekends, holidays, and religious holidays
- Need to have the ability to stand or walk for 8 hours.
- Must be able to be outside in extreme heat, rain, direct sunlight, or chilly weather, without covering
- This job is very repetitive (ex: walking up and down parking lots patrolling, or directing every car to turn at a specific location)

**ADDITIONAL COMMENTS:**

**1. QUALITIES OF AN EMPLOYEE – our 4 Core Values:**

- a. Devoted to the Legacy
  - i. "Acting in a manner that reflects our founder, Milton S. Hershey"
- b. Selfless Spirit of Service
  - i. "Serving our employees and their families, our guests, our community, and our environment"
- c. Team-Focused
  - i. "Supporting one another as we work towards common goals and earning each others' trust"
- d. Respectful of Others
  - i. "Treating all people with dignity, while respecting their differences and ideas"
  - ii. Greeting guests with a smile and meeting their needs as quickly as possible
  - iii. Energetic and timeliness

**2. TRANSPORTATION**

- a. Transportation costs are deducted from participant's paycheck on a bi-weekly basis (\$30 per pay). This amount covers the monthly CAT bus pass and a supplemental Sunday/holiday transportation cost.
- b. Transportation costs will be reimbursed if participants meet all of the following criteria:
  - i. Working every day: May 1,2, 3, 8, 9, 10, 15, 16, 17, 21, 22, 23, 24, 25, 30, 31, June 6, 7, August 8, 9, 15, 16, 22, 23, 29, 30, September 5, 6, 7, 12, 13, 19, 20, 26, 27
  - ii. In addition to working every day listed above, participants must also work minimum of 3 days per week in the following timeframes: May 26-29, June 1-5, August 3-7, 10-14, 17-21, 24-28, August 31-September 4
- c. Each participant will receive 1 bus pass per month
  - i. Bus passes will not be replaced by HE&R if they are lost. The employee will be responsible for purchasing a replacement bus pass for that month at CAT on their own and at their expense.
- d. Buses run on a schedule and stop at specific locations along a predetermined route. Be at the bus stop at

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least 5 minutes before the bus is scheduled to depart that location.

e. Sometimes buses will be late due to various reasons. If the bus is more than 10 minutes late, call the bus company to find out where the bus is. If it is late picking up, participants are expected to call their department to let them know they will be late for work. After a participant arrives late to work, they go to the Scheduling office to tell them in person.

**3. HOURS AND WAGES**

a. Over the entire summer, the average scheduled hours/week will be 40 or more. Some weeks will be less than 40 hours, and some weeks will be more than 40 hours.

b. Participants will not be able to pick up additional shifts after they reach 70 scheduled hours/week. The only exception is "August Crunch."

c. "August Crunch" (August 17 – September 7) is a time when many USA students return to school and are unavailable to work. During this limited time, participants will be able to pick up additional shifts above 70 hours/week.

i. Participants should not schedule vacation time or make themselves unavailable for several days in a row during August Crunch. Participants should plan their vacations before or after August Crunch.

d. The company encourages participants to travel during the weeks when Hersheypark is not open.

e. Any changes to schedules will need to be discussed with the Scheduling office (example: wanting to change the maximum number of days a participant is scheduled per week).

f. New participants to Hersheypark will start with a schedule of maximum 5 days/week, and approximately 40 hours/week. However, new participants who start between May 21-June 7 may be scheduled more hours due to the needs of Hersheypark.

g. Returning participants will be asked the maximum number of days/week they want to be scheduled, and if they are willing to work doubles.

h. Shifts may be shortened due to inclement weather.

i. Hersheypark will normally provide a 30 minute, unpaid, break per 8 hour shift, but may be shorter based on the needs of the operation.

**4. TERMINATIONS - Reasons for immediate termination, but not limited to:**

a. Sleeping on the job

b. Calling off and then coming to Hersheypark or other Hershey Entertainment and Resorts properties on the same day

c. Lifeguard/Rides: Using a cell phone/smart watch/iPod while clocked in

d. Lifeguard/Rides: Reading on duty (including translation guides, word searches, books, etc.)

e. Taking food or drink from stands or purchasing food or drink while clocked in

f. Discounting or giving away product without a manager's permission

g. Accepting tips

h. Leaving a job location without permission or walking off the job

i. Publicly announcing the location of a guest

j. Riding attractions while in uniform

k. Theft (including theft of time - read "Clock In and Clock Out Procedures")

**5. WORK SUSPENSION - Reasons, but not limited to:**

a. Insubordination

b. Eating food while clocked in

c. Not following attraction rules

d. Putting a guest in danger

e. Playing games in the arcade

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f. Accumulating the maximum number of attendance points

## 6. ATTENDANCE

a. The Company has an attendance policy that participants will be subject to. Participants will receive attendance points if late or absent from work, or leaving work early (with permission). If a participant accumulates enough attendance points, they will lose their job.

b. Time-off policy:

i. All time-off requests need to be submitted to Scheduling department at least 2 weeks in advance.

c. The company understands participants may want to travel while in the USA, but keep in mind that participants will not be approved to travel when Hersheypark is open in May, August, and September, plus the first full week in June.

## 7. CLOCK-IN AND CLOCK-OUT PROCEDURES

a. When a participant clocks in, they are expected to be fully in uniform, and then go straight to work. They may not smoke, go to the locker room, eat a meal, or go to the employee cafeteria after they have clocked in.

b. When a participant is released from work, they are expected to go straight to clock out. They should not go to change out of their uniform, or to the bus stop, or smoke, or eat a meal, or go to the employee cafeteria until after they have clocked out.

## 8. PAY

a. Participants will receive an employee ID card. It costs \$25 to replace if lost.

b. The first uniform is free, but must be returned at the end of the season. If lost, not turned in, or if damaged, participants will need to pay to replace it.

c. On first day of orientation for both I-2 and Hershey Entertainment and Resorts, participants will not be paid. However, orientation and trainings with each department and property will be paid.

d. Participants will have an opportunity to sign up for Direct Deposit (to have their paycheck directly deposited into their USA bank account) a few weeks after they arrive. If a participant does not sign up for direct deposit at all, they will be asked where to mail their last paycheck in the USA. Paychecks will not be mailed internationally due to many countries' banks having difficulty processing USA checks.

## 9. I-2 INFORMATION

a. For cultural opportunities, participants are recommended to attend I-2/IHouse events ([www.ihousehbg.org](http://www.ihousehbg.org)). I-2 staff will provide a list of organizations where participants can volunteer. Participants are also recommended to join the Greenheart Club: <https://greenheartclub.org>. Through the Greenheart Club, participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access various resources. Participants can access the Greenheart Club through their Greenheart Exchange Online account: <https://geo.greenheart.org/> - find a link in the lower right corner of their home page. Additionally, participants can check-out Visit The USA website: <https://www.visittheusa.com>.

b. For any additional questions, please contact Agata Czopek at [agataczopek@harristown.net](mailto:agataczopek@harristown.net).

## 10. HOUSING INFORMATION

a. Participants may be required to relocate within I-2 housing facilities during their program. Relocation to other rooms and/or buildings will be communicated in advance, allowing time for cleaning and packing their belongings. Additionally, participants may be relocated to a motel/hotel room on or about 8/17/2020. Rent will remain the same throughout the participant's program. The motel/ hotel rooms will not have cooking facilities; they will have mini refrigerators available. Participants will continue to have access to all IHouse buildings, common areas, and kitchens. Participants can access these amenities 24 hours a day. Participants may contact the Resident Advisor (RA) to prepare meals by calling 717-645-8807 for building access.

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b. Participants whose employment is terminated (involuntarily or voluntarily) have 2 weeks from the last day of work to find a new job and to submit a valid and complete Self-Arranged Job Offer (SAJO) to Greenheart Exchange for consideration. If the participant fails to submit a SAJO within the two-week deadline, Greenheart Exchange will shorten the participant's program.

If Greenheart Exchange rejects the SAJO, the participant has one (1) business day to resubmit a new or a revised SAJO, based on the directions received from Greenheart Exchange. Information about prohibited jobs for SWT program participants can be found at <https://greenheartexchange.org/host/host-hire-seasonal-staff/#/tab/regulations>.

If the participant no longer has housing, the participant must look for permanent housing immediately, and within two weeks must secure permanent housing that complies with Greenheart Exchange's Housing Guidelines. The new housing address must be submitted to Greenheart Exchange within 24 hours of any change of address.

For additional cultural opportunities, Greenheart Exchange suggests that participants join the Greenheart Club at <https://greenheartclub.org>. Through the Greenheart Club participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access resources. Participants can also access the Greenheart Club through the link in the lower righthand corner of their Greenheart Exchange Online (GEO) landing page at <https://geo.greenheart.org/> Participants should also check out the Visit The USA website at <https://www.visittheusa.com>.

#### 11. ARRIVAL INFORMATION

a. Participants should arrive the MONDAY before their DS-2019 start date. Participants should plan to arrive to I-2 between 9AM and 9PM, when they are able to be checked in. Arrivals outside of the normal hours of operation must be approved in advance, or participants will need to make hotel arrangements. Participants must attend I-2 program orientation on the Tuesday before their DS-2019 start date. Participants will report to their employer to begin working on their DS-2019 start date (either Wednesday or Thursday). Failure to arrive on the Monday before their DS-2019 start date may result in a delay in starting work. Participants may not begin working until they have attended I-2's orientation and applied for a social security card.

b. The last housing arrival day will be June 22, 2020 (with a DS-2019 Start date of June 24, 2020). If a participant arrives after June 22, 2020, it is very likely that they will not be able to work for Hershey Entertainment and Resorts.

c. Participants will need to provide the following documents to HE&R on Wednesday in order to start working. If they do not provide the following documents, they will not be able to start working and may need to wait until the following week to start working.

- i. Original passport
- ii. Original VISA
- iii. Original DS-2019
- iv. I-94
- v. Receipt from social security office or social security card

#### 12. SAFETY AND SECURITY

a. Participants should check their email every day and respond when asked.

b. Do not bring valuables to work, as they may get lost or stolen, and HE&R cannot be held responsible for them. It is also sometimes difficult to recover stolen items.

c. Lock all items in locker at work.

- i. Never leave personal items unattended (even on the bench in the locker room).

13. The company recommends participants have a local USA phone number for scheduling or emergency situations.

14. Participants are expected to work through their agreed upon DS-2019 end date.

#### 15. ADDITIONAL CONTACT INFORMATION:

- a. I-House cell phone: 717-645-8807

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- b. I-House office: 717-724-2846
- c. Life-threatening emergencies: Call 911
- d. Banking Information – PNC Bank:
  - i. In USA: 1-888-762-2265
  - ii. Outside USA: 1-412-803-7711
- e. Medical Insurance - Envisage:
  - i. In USA: 866-400-0080
  - ii. Outside USA: 1-317-221-8078
  - iii. [service@hccmis.com](mailto:service@hccmis.com)

***Please feel free to attach any other additional information.***

**Greenheart Exchange**

Greenheart Exchange, 746 North LaSalle, Chicago, IL 60654 USA  
Tel: 312.944.2544 | Fax: 312-577-0692 | Website: [www.greenheart.org](http://www.greenheart.org) | Email: [employer@greenheart.org](mailto:employer@greenheart.org)

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