



## CHI WORK AND TRAVEL

255 West End Avenue  
San Rafael, CA 94901 USA

1-800-432-4643 x2  
1-415-459-5397 x2

chiwt@chinet.org

wt.chinet.org

### Job Description

#### EMPLOYER INFORMATION

**Employer Name:** Adventureland  
**DBA:** Adventureland  
**Type of Business:** Hotel & Resort  
**Job location:** 3200 ADVENTURELAND DR  
**Location type:** Metropolitan area  
**City:** ALTOONA  
**State:** IA  
**Zip:** 50009  
**Website:** [www.adventureland-inn.com](http://www.adventureland-inn.com)

#### Why choose us?

Employee perks (free admission to amusement park), close to Des Moines area, employee appreciation days, Prairie Meadows Racetrack and Casino. We work as a team and respect and appreciate our workers.

#### Cultural exchange activities

The employer and your Program Coordinator will help plan many fun events during the summer: baseball games, movie night at local theater, activities in the park, etc. You can also visit Des Moines and enjoy the great restaurants, visit numerous museums, tour Iowa State Capitol, participate in festivals or the Iowa State Fair, plus much more. Also cities located within a 4 hour drive include: Omaha, Nebraska (Omaha Zoo), Bloomington, Minnesota (Mall of America). and Chicago, Illinois.

#### Position

**Job title:** Front Desk Agent

**Job prerequisites:** Adv. to fluent English. You MUST be able to converse easily in English to work in this very busy front desk position at Adventureland. Prior Front Desk experience is helpful.

**Job description:** Advanced to fluent English. Advanced computer skills needed. Will greet guests, handle phones, reservations, checking guests in and out. Knowledge of American currency & credit card transactions. Must handle guest complaints with understanding & compassion, in a friendly & helpful way. Must be very customer service oriented. General knowledge of hotel including amenities and being able to assist with guest needs regarding the hotel, amusement park, campground, and surrounding area as far as local businesses, all in a courteous and friendly manner. Top priority is customer service – you must make guests feel welcome and ensure their needs are met. Attention to detail and strong communication, organizational, and interpersonal skills are very important. Also, strong mathematical skills are needed for the payment processing and bookkeeping responsibilities. You may be cross-trained in other areas to assist with if needed. You will be standing for most of the shift. The position is for a minimum of 32 hrs per week. During very busy weeks you will be required to work 40 hrs per week (approx. May 31 through August 22).

Most positions require little or no experience. All positions involve being on your feet and remaining active while interacting with our guests. Positions are indoors, semi-outdoors or completely outdoors. Most indoor positions are not air-conditioned. You must be able to tolerate the heat and humidity of the Iowa summer. No matter what the weather conditions, all positions are vital to developing the fun culture our guests have come to expect here when visiting Adventureland Park.

**English level required:** Advanced



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### Job Description

Hourly wage (before taxes): 9.50

Wage comments:

Position ID: 13839

#### Position Information

Tips: no

Bonus: Yes

**Bonus comments:** Up to \$1.00 per hour worked at managements discretion. To be eligible for the bonus it is based on hours worked, attitude, work performance, being a team player. Must have no more than 1 no call/no show, no more than 3 communicated absences to your department head, no written discipline documents, and no issues at housing. You also must work until your contracted end date on your Job Offer.

Estimated hours per day: 6-8

Number of days per week: 4-6

Overtime: Slight

**Overtime details:** There is slight chance overtime may be available. Any overtime must be pre-approved by your employer

Earliest start date: 5/13/2021

Latest start date: 7/1/2021

Earliest end date: 8/23/2021

Latest end date: 9/6/2021

Is the employer willing to hire couples? Yes

Is the employer willing to hire group of friends? Yes

Meals? No

**Meals details:** Food is discounted for employees

Is a drug test required? No

Drug test comments:

Is employer interview required? No

Employer interview details:

Do students complete an additional application upon arrival? Yes

Possibility to find a second job in the area Yes

**Second jobs require you to contact CHI at [chiwt@chinet.org](mailto:chiwt@chinet.org) or 1-800-432-4643 to receive the required form. The new potential employer will need to complete it. Both you and the employer will need to sign and return it to CHI for approval. You can work with a new secondary employer ONLY AFTER you have received written authorization from CHI.**

**Additional comments regarding second job:** This job must be your first priority. A second job cannot interfere with your scheduled hours. Please contact your CHI Program Coordinator, Molly, about the process to get a 2nd job.

**When will work begin?** Your Orientation (start date) will be: 5/13, 5/20, 5/27, 6/3, 6/10, 6/17, 6/24 or 7/1.

**Arrival Instructions:** Be sure and arrive in town on Wednesday since that is the only day to move into your housing. Talk with your CHI Program Coordinator, Molly Bougger, to ensure your arrival date is approved.

Is training required? Yes

**Conditions of training:** Training will be provided.

Is there possibility to change positions? No



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### Job Description

**Uniform required?** Yes

**Does employer provide uniform?** Yes

**Cost of uniform:** 0

**Is uniform refundable?** No

**Uniform provided details:** Employer provides logo shirt and name tag.

**Do students need to purchase specific clothes or footwear?** Yes

**If so, details for clothing:** Please bring khaki shorts (decent length) and black (or white) non-slip close-toed athletic type shoes. You will also need a black or brown belt.

**Grooming:** Conservative make-up may be worn by female employees only. Hairstyles must be conservative, neat and clean. All hairstyles must be one natural color. Men's hairstyles should not extend over the top of the uniform collar or below mid ear. Women's hair longer than shoulder length must be tied back. Men may have a fully grown in, well-maintained mustache, beard or goatee. Otherwise you must be clean shaven daily. Mustaches may protrude no lower than the lip and sideburns no lower than the earlobe. Jewelry should be minimal and conservative: Men are not permitted to wear earring(s). For women, pierced jewelry will be allowed only in the ear and limited to no more than two per ear. Earrings may be no more than one inch in length and diameter. Absolutely no other body piercings can be visible. Rings may be worn with no more than one per hand. Necklaces should be worn underneath the uniform top. Good hygiene must be maintained, including daily showering, use of deodorant and laundered clothes.

**Important points of job:** You will be working with American currency and must be outgoing, approachable, and helpful. Strong customer service is top priority for a Front Desk Agent.

**Additional position information:**

### Housing Information

**Housing name:** WoodSpring Suites - Adventureland

**Housing address:** 1525 METRO EAST DR

**City:** Pleasant Hill

**Phone:** (000) 000-0000

**Fax:**

**Contact:** Bri Fors

**Email:** bri@adventurelandpark.com

**Website:**

**Housing assisted by:** Employer

**Is student required to sign a separate housing contract?** Yes

**If so, contract details:** Bri Fors from Adventureland will go over the contract with you.

**Type of housing:** Motel

**Number of people to a room:** 3

**Bedrooms:** 1

**Bath:** 1

**Cost Type:** Week

**Cost Amount:** \$95.00

**Cost Details** per week per participant (\$13.57 a day)



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### Job Description

- Is housing cost deducted from paycheck?** No
- Is housing deposit required?** Yes
- Deposit amount:** 105
- Housing deposit due date:** upon arrival
- Instructions for deposit payment:** Must give to Bri prior to moving in.
- Is housing deposit refundable?** No
- Conditions for deposit refund:**
- Utilities included:** Yes
- If so, utilities details:** Water, electricity, tv with DirecTV, and internet are included.
- Utilities estimated cost per month:** NA
- Is the housing mandatory?** Yes
- Can students find alternative housing during their stay?** No
- Method of transportation from housing to work site:** Employer Provides
- Transportation details:** Adventureland will provide a free bus at specific times to and from work. You must not be late and miss the bus. If you do you will be responsible to find your own way to or from work. This bus will not take you to any other locations than work and your housing at WoodSpring Suites.
- Additional housing features:** In each room is 1 full-size bed and 1 twin size bunk bed. Bath towels & pillows are provided. You will have to supply your own sheets. There is a refrigerator, sink, and microwave and a small burner for cooking. You will be rooming with participants from different countries. This will help you to learn about each other's cultural differences. Since this is only for a few short months, you need to learn how to cohabitate with your roommates.
- Comments:** All first time and returning participants are required to live at WoodSpring Suites. Your employer will assign your housing to you. You can move in on Wednesdays only. If you arrive on a Monday you are responsible for your own lodging until Wednesday. No changing rooms! You may be assigned to live at another WoodSpring Suites at 6703 SE Bellagio Drive, Ankeny, Iowa 50021. Both WoodSpring Suite locations are arranged by your employer. Move-in dates: May 12, May 19, May 26, June 2, June 9, June 16, June 23, or June 30. You must talk to your CHI Program Coordinator, Molly Bougger, to ensure your date of arrival to Altoona is approved. If this is your third year returning you may choose your own housing arrangements but Adventureland will not help with this process or provide transportation to and from work



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### Job Description

#### Location Area Information

**Location type:** Metropolitan area

**Location of work site best described as:** Very busy resort in Altoona

**Location details:** Des Moines is the capital and the biggest city in the state of Iowa. There are multiple activities available during the summer months including free festivals, miles of trails to walk or bike and outdoor concerts. Altoona is a suburb of Des Moines. You will find the people to be very friendly. Some of the main attractions in Altoona include Adventureland Park & Resort, Prairie Meadows and the Gay Lea Wilson Trail that brings nature to an urban setting. Population of the greater Des Moines: 206,599 / population of Altoona: 14,500

**Average daily temperature:** Summer: High 86 F (30C) ; Low 62 F (16C)

**Community or regional website:** [www.catchdesmoines.com](http://www.catchdesmoines.com)

**Nearest cities:** Chicago, IL

**Distance to nearest cities:** 325 miles (523 km)

**What to wear:** Summer: Light clothing, shorts, t-shirts, light jacket. Very hot and humid.

**Available public transportation:** DART (Des Moines Area Regional Transportation)

**Public transportation access:** [www.ridedart.com](http://www.ridedart.com)

#### Accessible amenities (by walking or public transportation)

**Food market:** Yes

**Shopping mall:** Yes

**Post office:** Yes

**Movie theater:** Yes

**Restaurants:** Yes

**Fitness center:** Yes

**Laundry:** Yes

**Internet café:** Yes

**Public library:** Yes



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### Job Description

#### Suggested Travel Information

- Nearest international airport:** O'Hare International Airport (ORD)
- Nearest airport:** Des Moines International (DSM)
- Transportation from airport to employer and / or housing:** from Des Moines airport take taxi or Uber
- Nearest bus station (to the airport):** NA
- Bus information (web site):** NA
- Nearest train information (to the airport):** NA
- Train information (web site):** NA
- If participant arrives after hours suggested, overnight accomodation:** NA
- Cost per night:** NA
- Transportation to overnight accomodation:** NA
- Transportations cost:** NA
- Travel Instructions:** It is important to talk with your Program Coordinator, Molly Bougger, about traveling to Iowa and arriving in Altoona on Wednesday. You may move into your housing on Wednesdays between May 12 and June 30. If you arrive on a Sunday through Tues, you must secure your own housing until Wednesday.

#### Social Security Information

- Does the company require students to have Social Security number before arriving to the work place?** No
- Does the company provide Social Security application assistance?** Yes
- If so, details:** Employer will take you to SSA on May 19, May 26, June 2, June 9, June 16, June 23, June 30 or July 7. You MUST validate upon arrival in the USA - do not delay this step or you can't apply for your ss card on time!
- Where is the closest Social Security office?** 455 SW 5th St, Ste F, Des Moines, IA 50309
- How far is the Social Security office from the work place?** 12.5 miles (20 kilometers)
- Specific instructions:** Upon arrival in the USA, please validate on your student profile in our database. Then wait approx. 4 to 6 days after validating and check your status is set to "S" on your profile. THEN you can apply for your card at Social Security Office located at: Riverpoint OFC Complex, 455 SW 5th St, Ste F, Des Moines, IA 50309; Telephone:1-800-772-1213; Hours: Mon & Tue 9am - 4pm, Wed 9am - 12pm, Thu & Fri 9am - 4pm, except Federal holidays. Remember to get a receipt - it is the only proof that you have applied!



CULTURAL HOMESTAY INTERNATIONAL

# Welcome Letter

WORK & TRAVEL

Dear Student,

Hello and Welcome! We are so happy that you will be visiting our country. Work & Travel can be exciting, but also challenging, especially in the beginning, but we believe you will find your experience rewarding and unforgettable. CHI is here to help! Please read carefully through this Welcome Letter.

My name is Mary Wolfe. I am the Regional Manager for the Western Region for Cultural Homestay International (CHI). My team and I will be happy to answer any questions you might have and we will also be available throughout your stay to assist with any problems that may occur. We have a CHI Program Coordinator that will be working with you during your program. You should be hearing from that person shortly via email. Please remember to check your email daily for important communications.

You must stay in contact with your CHI representative.

Have the best summer of your life!

Regards,

*Mary*

Mary Wolfe  
Regional Manager  
email: [chimaryw@chinet.org](mailto:chimaryw@chinet.org)  
phone: 1.530.715.0195  
WhatsApp: 1.530.636.3760





CULTURAL HOMESTAY INTERNATIONAL

# Program Information

WORK & TRAVEL

Please read the CHI Student Handbook, which you should have received at orientation or from your student agency. You are responsible for following all rules in this handbook. The rules are in place for your health, safety, and welfare. Failure to follow the rules may result in a participant's negative program status.

## Be Prepared

- Make photocopies of important documents and leave a copy with loved ones.
- Back up your digital photos, in case your phone is stolen or broken.
- Leave things you could not bear to lose at home.
- Bring your welcome letter, your important documents, two extra sets of clothes and your necessary medicine in your carry on luggage. Checked luggage is often lost. The airline will deliver your bag to your US housing or employer once found, but it could take 3 or 4 days.
- \*If your luggage is lost, send it to your employers address to ensure delivery.
- You are required to bring \$1000 with you from your country. We recommend you bring \$1200. The first few weeks of Work & Travel you will need these funds to establish yourself in a new country. You will need to pay your housing deposit, pay a week or two of rent, buy a sim card, purchase pillows, sheets, and blankets, food, uniforms, a bicycle, or have transportation money. It takes a few weeks to start working, be trained, become integrated into the schedule and get your first paycheck. You don't want to run out of money before your first paycheck arrives. Be prepared, you are moving to another country.

## Communicate Your Arrival Information



- Check your email frequently for important information. Respond to it.
- Plan your flight accordingly: if your final destination is far away from your arrival airport, please check that your flight allows you to make any connecting transportation needed to get to your destination. If not, please make a reservation at a local hostel or motel and plan to continue your travels the next day.
- Do not arrive late at night! You may not be able to get into your housing after 20:00.
- You must contact your CHI representative, to let them know when you will be arriving.
- You must log into [www.wt.chinet.org](http://www.wt.chinet.org) to enter your flight information, as soon as you book your ticket.
- Join CHI Facebook pages and become Friends with your Program Coordinator.



## Be Safe

- Exercise adequate discretion, stay aware of your belongings, and avoid putting yourself into risky situations (such as unlit, deserted areas at night).
- Open a bank account, on the first day you check into your US housing, to keep the recommended \$1200 you brought from your country safe and secure. You will need this money. Never keep large amounts of money in your student housing no matter how much you trust your roommates.
- Once in the United States, never carry large amounts of money. You will have a debit card from the bank, if lost, this can always be cancelled. Do not give your PIN (personal identification number) to anyone. If you lose your cash, it can not be replaced.
- Do not carry your important documents or valuables to work. Keep your documents, including passport, safely hidden in your room. Never give your passport or documents to anyone (such as a landlord or employer) to keep. It is illegal for anyone to take your passport or documents from you for any reason.
- Bring an ID from your country to carry with you that can easily be replaced (University ID, residency card, drivers license). Passports are difficult & expensive to replace, and losing your passport can ruin your travel period plans.
- Establish a “do not lose it” discipline. Travelers are more likely to inadvertently lose their bags than to have them stolen. I have heard of students leaving passports under pillows, bags on the overhead rack on the bus, & documents in the taxi. Always take a look behind you as you leave.
- When you are out and about, never casually or carelessly set down any small valuable item, such as a phone or wallet. Either hold it in your hand or keep it tucked away. At cafés, do not place your phone on the tabletop or purse on the back of the chair where it will be easy to snatch — keep phones and valuables in your front pocket. Make it a habit to be careful with your things; it will become second nature.
- Stay vigilant in crowds and steer clear of disturbances near you.
- Participants should use common sense, stay with a partner or friend, especially at night. It is recommended participants let a friend know where they are.
- Bicycle riders with helmets had an 85 percent reduction in their risk of head injury and an 88 percent reduction in their risk of brain injury. If you ride a bicycle in the US, wear a helmet.

## Student Account Profile | [www.wt.chinet.org](http://www.wt.chinet.org)

- Validation is the second thing you need to do upon arrival in your new city, after calling your parents to report you have arrived safe.
- Log into your CHI Work & Travel account and complete your validation the same day you land in the USA. Many airports offer free wifi.
- If you are staying in a hotel the first days of your program, you should validate using the hotel information and update your information once you move to more permanent housing.
- If you have no access to the web, please call CHI at 1-800-432-4643. There are SERIOUS consequences if you do not validate your visa, beginning with a cancellation of your visa, so do it as soon as possible!
- Validation must be officially finalized by CHI before going to Social Security.
- Participants who do not validate in on their student profile or do not wait for the notification from CHI that their validation information has been approved, prior to going to Social Security, will delay their Social Security card for 60 days. Do not make this costly mistake.

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## Arriving at a United States Airport

The following documents you **MUST** have in your possession and present to the U.S. immigration officials upon arrival in the U.S.:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidentally give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- Job Offer
- Sponsor Letter

### Arrival Tips:

- The immigration officer will review all documents, validate, and place a stamp on your DS-2019 form and your passport. The officer will then return all validated documents to you, including the DS-2019 form.
- Use your “do not lose it” discipline, remember to collect all documents from the immigration officer. This is a place students often misplace documents. Students are nervous, excited and fail to check they have received everything back before leaving the area.
- Wait to check-in on social media or take a selfie until you check you have all your documents.
- You should have no problem entering the U.S. as long as you have all the proper documentation, cooperate and communicate respectfully with the U.S. immigration officers at the airport.

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## Traveling to your Final Destination

- Before you leave your home country map out your trip. This is a great website to use: [www.rome2rio.com](http://www.rome2rio.com). Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.
- When estimating your arrival time please add extra time for waiting for baggage, eating, or missing a bus or train connection.
- Be sure to have a small amount of American currency for regional travel before leaving the airport. Do NOT accept rides from strangers at the airport!
- Plan accordingly, if arriving late at night, please stay in a hotel or hostel and travel in the morning. (You will not be able to get into your housing if arriving late at night.)



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## Arriving at your Final Destination | What do I need to do now?

- Go to your employer, let them know you have arrived safely. They will provide you with your orientation/start date.
- 24 hours after entering the United States you will be required to retrieve a document on the internet called an I-94.
- Contact your CHI representative and let them know you arrived safely at your housing.
- Wait approximately 5 business days after validating in the database and report to the Social Security office to apply for a Social Security number.

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## I - 94

The I-94 Form is the Arrival / Departure Record that is issued by the immigration officer at the airport to all foreign visitors entering the United States. All I-94 records are created electronically and accessible online 24 hours after arrival.

### Retrieval Tips:

- Wait 24 hours following your arrival in the US before you attempt to retrieve your I-94 number.
- Ensure that the computer you are using is connected to a printer (local library).
- Go to the <https://i94.cbp.dhs.gov>
- Enter the required information in all CAPITAL letters. Please make sure you enter your name exactly as it appears in your passport
- Click Submit
- You must print this document, it is a required document at Social Security

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## Applying for a Social Security Number

You must apply for your SS card with the local Social Security Office. Before applying for a Social Security card, YOU MUST VERIFY YOUR VALIDATION IS AN S STATUS in the database! This in most cases, takes 5 business days from the day you first validated in the database - [www.wt.chinet.org](http://www.wt.chinet.org).

### Required Documents:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidentally give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- I - 94 Form, printed from the internet at your local community library or employer.

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## Second Jobs

- CHI does not provide second jobs.
- Second jobs are possible. However, your responsibility is to your primary employer. It is the primary employers participation in the Work & Travel program that has afforded you the opportunity to come to the United States.
- A second job may not conflict with your primary CHI position in anyway.
- If you are considering looking for a second job, please be reminded the employer must be approved by CHI for your safety.
- Failure to have any second job approved may result in a participant's negative program status.
- Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.

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## Health Insurance

**It is required that all participants of Work & Travel obtain health insurance.**

- Your health insurance provider will email your instructions to obtain your insurance card.
- Do not leave your home country without accessing the health insurance website and printing your card.
- In the United States, doctors and hospitals are in different buildings. Doctors generally have offices away from the hospital or work at an urgent care facility or clinic.
- For a basic illness, you will go to a doctors office, urgent care facility or clinic, pay \$100 and your insurance will cover any costs incurred after \$100.
- For a serious emergency, you will go to the hospital or emergency center, pay \$350 and your insurance will cover any costs incurred after \$350.
- There is no dental coverage. Please visit your primary care doctor and dentist in your home country before traveling to the United States.
- Please contact your CHI representative to report any illness or emergency you may have, so they can provide assistance.

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## Know the Law

- In the United States, you must be at least 21 years of age to purchase, possess or consume alcoholic beverages. Underage drinking is illegal and can have severe consequences for young people who drink and for adults who provide alcoholic beverages to those under 21.

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*Be Safe. Follow the rules. Have fun.*



**Adventureland Inn & Park**  
Housing - Altoona/Pleasant Hill/Ankeny  
Summer 2021

All first-time and second-year participants are required to stay at WoodSpring Suites (either location). **Your employer will assign a location, upon arrival.**

If you are returning for a **third year**, you have the choice of finding your own housing or living at Woodsprings Suites. Transportation to and from work is **ONLY** provided for those living at Woodsprings Suites.

Transportation is provided from either WoodSpring Suite locations to work and back. This free bus will pick you up at specific times. Do not be late or you will need to find another way to work or back home at your own cost. This bus will not take you to any other location.

IMPORTANT! Dates allowed to move into the housing: **May 12, May 19, May 26, June 2, June 9, June 16, June 23, or June 30.**

You must contact your CHI Program Coordinator if there is an issue arriving in Altoona on one of these Wednesdays.

For instance, if you arrive in Altoona on a Monday, you will be responsible for your own housing until Wednesday when you can move in.

You must notify your CHI Program Coordinator and your employer of your travel arrangements to ensure someone can meet you upon arriving to go over your housing agreement, collect your security deposit and give you the key to your unit.

There are no room changes nor will you be allowed to leave housing early. You are expected to stay in your assigned room through your end date listed on your Job Offer. This is important you understand and agree to this. Please ask if you have any questions.

**CONTACT FOR HOUSING:**

Bri Fors, HR Director

Adventureland

Email: [bri@adventurelandpark.com](mailto:bri@adventurelandpark.com)

Phone: 1-515-957-4960

## **WoodSpring Suites Pleasant Hill / Ankeny**

Address: 1525 Metro East Drive, Pleasant Hill, IA 50327

Address: 6703 SE Bellagio Drive, Ankeny, IA 50021

Rent: \$95 per week per participant

Deposit: \$105 per participant - Nonrefundable

Each room has:

1 full-size bed

1 twin-size bunk bed

1 bathroom with sink, toilet and bath/shower

1 small kitchenette with refrigerator, microwave, cooktop burner, sink

Desk & chair

TV with DirecTV service

Internet, water, and electricity are included

Bath towels and pillows are provided by WoodSpring Suites.

\*\* Participants must provide their own sheets.

## **Links**

DART Bus Routes: <https://www.ridedart.com/routes/local>

Des Moines Visitor Bureau: <https://www.catchdesmoines.com>