



## 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:** Mall of America-Nickelodeon Universe

**DBA:**

**Type of Business:** Recreation, Sports, Family Entertainment

**Job location:** 2131 LINDAU LN

**Location type:** Suburban area

**City:** BLOOMINGTON

**State:** MN

**Zip:** 55425

**Website:** [www.mallofamerica.com/employment](http://www.mallofamerica.com/employment)

#### Why choose us?

Nickelodeon, the #1 entertainment brand for kids, and Mall of America®, the nation's premier shopping destination, have joined forces to create a one-of-a-kind theme park. Located in the center of Mall of America, Nickelodeon Universe® features seven acres of unique attractions and entertainment. Students will be operating rides in the theme park at one of America's most popular destinations!

#### Cultural exchange activities

Mall of America® is located in Bloomington, Minnesota - only 15 minutes from downtown Minneapolis and St. Paul. As one of the most visited tourist destinations in the world, Mall of America features - 520 stores, 50 restaurants and attractions galore, including Nickelodeon Universe®, the nation's largest indoor theme park, and the new American Girl store. Plus, there's no sales tax on clothing or shoes!

#### Position

**Job title:** Rope Course Attendant

**Job prerequisites:** 1. Must be able to be on your feet for your entire shift, bending, standing, kneeling, squatting and lifting. 2. Physically demanding job and must be good with people and children and be able to speak fluent English. 3. Must be friendly and like working with people and food. 4. Must be flexible and be able to do any of the jobs asked of you, working in some of the different areas in the park.

**Job description:** Communicate to guests giving an explanation of how the flow of the attractions works, wait times, and rules. Enforce the safety of all guests. Properly harness and secure guests prior to them entering the attractions. Ensure loose articles are properly stored. Inspect all equipment prior to use. Professionally communicate any concerns with the Supervisor. Deal calmly and efficiently with stressful situations and guests. Understand and participate in emergency procedures including but not limited to takedown procedures, rescues on the zip line. See the full job description attached. Employer Skype Interview required.

**English level required:** Advanced

**Hourly wage (before taxes):** 12.50

**Wage comments:**

**Position ID:** 14344

#### Position Information

**Tips:**

**Bonus:** No



## 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

#### Bonus comments:

Estimated hours per day: 8-10

Number of days per week: 5-6

Overtime: No

#### Overtime details:

Earliest start date: 6/1/2021

Latest start date: 6/30/2021

Earliest end date: 9/10/2021

Latest end date: 9/30/2021

Is the employer willing to hire couples? No

Is the employer willing to hire group of friends? Yes

Meals? No

#### Meals details:

Is a drug test required? Yes

**Drug test comments:** You must pass the drug test in order to work here. If you have used any drugs within 30 days of the test, including marijuana, you will most likely not pass the test. It may take up to 5 days to get the results of the drug test back if you have any medications within your system that the testing agency may have to follow up on. You cannot start work until the drug test comes back clear.

Is employer interview required? Yes

**Employer interview details:** Students will need to interview with the employer.

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 is a large area and opportunities for second job are good. Many students work 2nd jobs in the other shops at the mall.

#### When will work begin?

**Arrival Instructions:** Please see attached instructions for arrival and drug testing.

Is training required? Yes

**Conditions of training:** Paid at an hourly rate. Training averages about 5 days total and students may not get 32 hours their first week.

Is there possibility to change positions? No

Uniform required? Yes

Does employer provide uniform? No

Cost of uniform: \$25

Is uniform refundable? No

**Uniform provided details:** T-Shirt Provided

Do students need to purchase specific clothes or footwear? Yes

**If so, details for clothing:** Student must provide: Black work pants – they can either be dress pants or jeans and can't be ripped; Black closed toe shoes, but can have some color on the shoes. Please see



## 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

attached uniform guidelines.

**Grooming:** No visible tattoos or facial piercings.

**Important points of job:**

**Additional position information:** Must be able to be on your feet for your entire shift, bending, standing, kneeling, squatting and lifting. Physically demanding job and must be good with people and children and be able to speak fluent English. \*\*\*must fill out an additional application online once you are hired. Your employer will email with instructions on how to do that\*\*\*

### Housing Information

**Housing name:** Sonesta ES Suites - Summer 2020

**Housing address:** 3040 Eagandale Pl

**City:** Eagan

**Phone:** (651) 688-0363

**Fax:**

**Contact:** Twila Singh

**Email:** chitwila@chinet.org

**Website:** <https://www.sonesta.com/us/minnesota/eagan/sonesta-es-suites-minneapolis-st-paul-airport>

**Housing assisted by:** CHI

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

**If so, contract details:** On arrival, students will be required to sign a housing contract/rental agreement provided by CHI, along with a one-month rent payment plus tax; tax will be refunded after 30 days.

**Type of housing:** Hotel

**Number of people to a room:** 4-5

**Bedrooms:** 1-2

**Bath:** 1-2

**Cost Type:** Week

**Cost Amount:** \$138.60

**Cost Details** \$99.00/day for 2-Bedroom Loft Rooms; \$84.00/Day for Studio-Suite w/ 2 Queen beds, cost per student is based on occupancy, the \$138.60 weekly rate is based on a 5-student room without tax. Rates are subject to change.

**Is housing cost deducted from paycheck?** No

**Is housing deposit required?** Yes

**Deposit amount:** approx \$150

**Housing deposit due date:** upon arrival

**Instructions for deposit payment:** arrange with coordinator

**Is housing deposit refundable?** Yes

**Conditions for deposit refund:** Rooms must be regularly cleaned and be in original condition at departure in order to get deposit back.

**Utilities included:** Yes

**If so, utilities details:** Heat, electric, water, air-conditioner, gas, and wifi. Charges may occur if the room is not cleaned and/or there is anything missing from/broken in the room.

**Utilities estimated cost per month:** Included

**Is the housing mandatory?** Yes



## 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

Can students find alternative housing during their stay?	No
Method of transportation from housing to work site:	Public
Transportation details:	<p>Sonesta ES Suites shuttle:</p> <ul style="list-style-type: none"><li>• Sonesta provides the shuttle for work purposes daily, at no additional charge to the students.</li><li>• The shuttle has a set schedule to and from the Mall of America. So please do not expect the shuttle to pick you up right away.</li><li>• As soon as you receive your work schedule you will have to fill out the form at the Front Desk for drop-off and pick-up times. If you fail to add your name to the list with your scheduled time at the front desk you will have to find your own transportation to and from the Mall.</li><li>• If anything changes with your schedule that would affect the shuttle, let the hotel know immediately.</li><li>• You have to be 5-10 minutes early with your scheduled time or else the shuttle will leave you behind if you are not on time. The shuttle will not wait for you because they have scheduled times for other guests at the hotel as well.</li><li>• The shuttle will also pick you up at the airport and take you back upon departure. You will have to call Sonesta when you arrive. Please be prepared to call with your phone via Google or the internet.</li><li>• There is also a scheduled grocery run, once-per-week to Walmart on Sundays only. They will drop you off and pick you up after an hour.</li><li>• The shuttle WILL NOT take you to other places except for the Mall of America, Airport, and/or Walmart. If you have other special trips, you will have to be responsible for your own transportation.</li></ul>
Additional housing features:	<p>The housing is either a loft apartment with 2 queen beds, 1 king bed, and a pull-out sofa bed or a Studio Suite with 2-Queen beds and a pull-out sofa bed. Free breakfast daily; limited to specific hours only. There will be four-to-five students assigned by CHI per room, the rates will change based on occupancy. We cannot guarantee your occupancy nor rate. All rooms will be same-gender assignments and assigned per arrival. There are no requests or preferences in living arrangements allowed. Rates are subject to change.</p> <p>EACH STUDENT WILL NEED TO SHARE A BED. **If you want to sleep separately, one person may have to purchase an air mattress and another can sleep on the queen-size pull-out sofa bed as well.** There is a small kitchen with appliances and a dishwasher. There is a small living space. Linens are provided by the hotel but are limited to availability. There is also an exercise area, a coin-operated laundry room, and an outdoor pool. You will have to purchase your own toiletries and extra linens. Cleaning services will be provided once-per-week along with check-ins by CHI, every 2 weeks.</p>
Comments:	<p>YOU MUST CONFIRM YOU UNDERSTAND YOU WILL BE SHARING A BED WITH ANOTHER STUDENT and that rates are based on occupancy.</p> <p>Upon arrival, your CHI coordinator will have a meeting to re-iterate the housing agreement and have you sign it. Please read and sign the rental agreement; this is required. She will also check the rooms bi-weekly to ensure cleanliness.</p> <p>Rates are current as of December 2019.</p>



## 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

### Location Area Information

**Location type:** Suburban area

**Location of work site best described as:** Suburban area

**Location details:** With a beautiful location on the banks of the Minnesota River, the city of Bloomington has much to offer travelers. Not only is it home to the world-famous Mall of America®, but this city of 85,000 also houses the stunning Minnesota Valley National Wildlife Refuge, Water Park of America, an extensive system of hiking and biking trails and much more. Twin Cities visitors also enjoy Bloomington's many travel conveniences, including its central location, proximity to the airport, and easy freeway access to Interstates 35W and 494. In addition, Bloomington offers free parking, free hotel shuttles to the airport and Mall of America, and the Hiawatha light rail line, which runs from the Mall of America, to Minneapolis-St. Paul International Airport and downtown Minneapolis.

**Average daily temperature:** Summer: High 95F (35C); Low 65F (18C)

**Community or regional website:**

**Nearest cities:** Minneapolis, St. Paul / 407,207

**Distance to nearest cities:** 10 minutes

**What to wear:** Summer: Shorts, pants, short sleeve shirts, tennis shoes, sandals, light jacket, light slacks.

**Available public transportation:** Bus

**Public transportation access:** Light Rail

### 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:** No



## 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

### Suggested Travel Information

**Nearest international airport:** Minneapolis-St. Paul International Airport

**Nearest airport:** Minneapolis-St. Paul International Airport

**Transportation from airport to employer  
and / or housing:** Bus or taxi

**Nearest bus station (to the airport):**

**Bus information (web site):** [www.metrotransit.com](http://www.metrotransit.com)

**Nearest train information (to the airport):** [www.amtrak.com](http://www.amtrak.com)

**Train information (web site):** [www.amtrak.com](http://www.amtrak.com)

**If participant arrives after hours suggested,  
overnight  
accommodation:** Hotel

**Cost per night:** \$65 or more

**Transportation to overnight accommodation:** Bus or taxi

**Transportations cost:** \$25

**Travel Instructions:**

### 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?** No

**If so, details:**

**Where is the closest Social Security office?** Minneapolis, MN

**How far is the Social Security office from the  
work place?** 7.8 miles or a 40 minute bus ride

**Specific instructions:** You must validate yourself in SEVIS within 3 days of arriving in the USA! Either log into [www.sevis.org](http://www.sevis.org) or call CHI at 1-800-432-4643 to validate. Then after 10 business days you can go to Social Security to apply for your Social Security card. Be sure to get a receipt, it is the only proof that you have applied. Telephone: 1-800-772-1213; Hours: Mon & Tue 9am-4pm, Wed 9am-12pm, Thu & Fri 9am-4pm, except Federal holidays. Please get a receipt, it is the only proof you have that you applied for your social security number!



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 difficult, 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 Michelle Riaz. I am the Regional Manager for the New England 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. 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!

Warm Travel Wishes,

*Michelle Riaz*

---

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 will be nervous and out of money when your first paycheck arrives. Be prepared, you are moving to another country.
- 

## 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.
  - Once in the United States, never 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 and 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, and documents in the taxi. Always take a look behind you before leaving any place or form of transport.
  - 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.
- 

## Communicate Your Arrival Information



- Check your email frequently for important information.
- Plan your flight accordingly: if your final destination is 5 hours away, make sure your flight arrives early in the day OR you have made a reservation at a hotel or hostel to stay overnight.
- 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.sevis.org](http://www.sevis.org) to enter your flight information, as soon as you book your ticket.

---

## **Student and Exchange Visitor Information System | WWW.SEVIS.ORG**

**To access [www.sevis.org](http://www.sevis.org), you need your family name as it appears on your DS-2019 form and your 11 digit DS number, starting with letter N**

- You must log into [www.sevis.org](http://www.sevis.org) to enter your flight information, as soon as you book your ticket.
- You are required to access [www.sevis.org](http://www.sevis.org) within three days of arrival into the United States.
- You are required to access [www.sevis.org](http://www.sevis.org), every month following your initial check in, for the duration of your program to complete a monthly report.
- Failure to complete SEVIS check-ins, may result in a participant's negative program status.

---

## **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.

---

## **Traveling to your Final Destination**

- Before you leave your home country map out your trip. [www.rome2rio.com](http://www.rome2rio.com) is a great website for this research. 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.)
- 

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

- It is very important that you log into the SEVIS system within three days of your arrival. Log into [www.sevis.org](http://www.sevis.org) or if you have no access to the web, call CHI for assistance 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!
  - 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.
  - Wait 5 business days after checking into SEVIS and report to the Social Security office to apply for a Social Security number.
- 

## 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
- 

## Applying for a Social Security Number

You must register with the local Social Security Office to get your card and number. **YOU MUST WAIT TO RECEIVE YOUR S STATUS**, before you apply for a Social Security card! This in most cases, takes 5 business days from the day you first checked into SEVIS.

## 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.
- 

## 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.
- 

## 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 limited coverage for dental emergencies. 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.
- 

## 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.
-



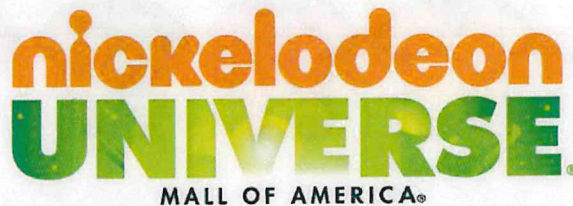
# Guidelines For Uniformed Positions

## **Tops:**

Most uniformed positions for Mall of America and Nickelodeon Universe wear an MOA or NU polo shirt. Different departments wear different colors and logos. Available sizes: men's XS – 4X  
MOA Jackets are approved for all areas for warmth. Jackets are available for purchase.

## **Nickelodeon Universe (all areas):**

Wear the Blue or Green Nickelodeon Universe tee shirts. You can wear a solid color undershirt if needed. If you wear a long sleeve shirt underneath for warmth, it must be plain black with no writing or designs.





**Bottoms:**

Bottoms must be neat in appearance and not faded. Slacks, chino, jogger styles and black jeans are appropriate. Skirts should be ankle length (longer could become a safety hazard). Bottoms must be plain black with no writing or other embellishments. They should fit properly (not too big or too small) and sit comfortably at the waist or hip (no sagging).

\* Events, Entertainment Techs, Warehouse, IT and Admin team members can wear blue jeans with the black polo

Yoga pants and leggings are not considered appropriate for the uniform.

**Examples of appropriate black work pants:****Examples of appropriate black jeans:**

# **MALL OF AMERICA**

## **Position Description**

**Title:** Ropes Course Operator

**Department:** Operations

**FLSA Status:** Non-Exempt

**Pay Grade:** 11620

### **WORKING RELATIONSHIPS:**

**Reports to:** Operations Supervisor

**Direct Reports:** None

**Internal Contacts:** Staff

**External Contacts:** Park and Mall guests

### **PURPOSE:**

To provide a safe and enjoyable experience for guest on the ropes course, zip line, and slides within Nickelodeon Universe.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Communication to guests giving an explanation of how the flow of the attractions works, wait times, and rules.
- Enforce safety of all guests and team members at Dutchman's Deck including height and weight restrictions, physical condition, and shoes/clothing requirements.
- Properly harness and secure guests prior to them entering the attractions.
- Ensure loose articles are properly stored.
- Responsible for the safety of all participants.
- Inspect all equipment prior to use.
- Professionally communicate any concerns with Supervisor.
- Deal calmly and efficiently with stressful situations and guests.
- Understand and participate in emergency procedures including but not limited to: Take down procedures, rescues on the zip line, emergency weather procedures and lockdown procedures.
- Monitor all guests on the course and throughout their experience at this attraction.
- Handle cash and screening of guests at the register position.
- Ability to walk and climb (ropes, ladders, stairs) at heights of five stories.
- Ability to tie specific knots, belay, move safely from element to element on course
- Ability to visually observe any safety and/or guest concern while operating the ride/attraction
- Additional duties as assigned

### **PREFERRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Must be at least 18 years of age.
- Enjoy working in a teamwork based environment.
- Enjoy working in a family oriented theme park environment
- Must have excellent communication skills.
- Be detail oriented, safety minded and observant.
- Meet the physical challenges of upper body strength, agility, balance and flexibility
- Previous guest service experience

### **PHYSICAL JOB REQUIREMENTS:**

- Use of both hands
- Perform repetitive motion - frequently, 90% of time
- Stand/move/climb –frequently, 90%
- Bending – frequently 90%
- Sitting - rarely
- Kneel/crouch/bend – frequently, 90%
- Reach at or above shoulder level- frequently, 90%
- Reach at or below shoulder level – frequently, 90%
- Lift/carry up to 50 pounds – frequently, 80%
- Hand eye coordination - frequently, 90%
- Manual dexterity - frequently, 90%
- Normal range of vision and hearing - frequently, 90%





# BLACK PANT GUIDELINES

**YES!** Black Pants must be neat in appearance and not faded. Slacks, and chino styles are appropriate. They must be plain black with no writing or other embellishments. They should fit properly (not too big or too small) and sit at the waist or hip (no sagging).

**NO!** Cargo pants, jeans/denim, “yoga” or jersey knit pants, capris, shorts/skorts, leggings/jeggings, stretch pants and skinny jeans are *not* appropriate. Frayed pant legs are not appropriate. Make sure your pants are the correct length for your size so you can avoid fraying the edges or getting them excessively dirty.

## Examples of appropriate work pants for men:



## Examples of appropriate pants for women:

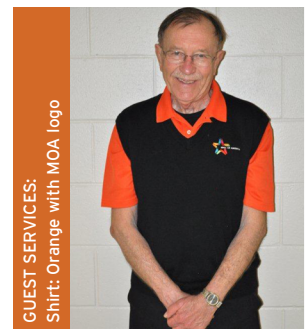
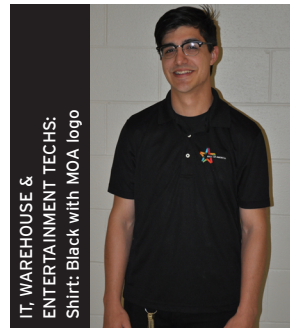


*\*Please note that the shoes shown with the women’s styles are not appropriate per our safety standards. Please see the footwear guidelines for appropriate alternatives.*



# MALL OF AMERICA UNIFORM GUIDE

- All polos should be worn un-tucked or tucked in pants with a belt, unless otherwise noted by your Team Lead/Supervisor
- Black or solid color undershirts only (long sleeves are fine, but must be black)
- Black long sleeve under shirts are available for purchase (information will be provided by your Team Lead/Supervisor)
- Black jackets are available for purchase (information will be provided by your Team Lead/Supervisor)
- Fine gauge sweater vests will be provided for Guest Services
- Black “business” pants must be worn (leggings, yoga pants and jeans are not allowed)
  - Entertainment Techs, Warehouse and IT team members can wear jeans
- Sizes available are men's XS - 4X
- Nickelodeon Universe team members are allowed to wear colorful accessories such as shoelaces, headbands and jewelry (with the exception of Foods) provided they coordinate with the colors in the NU or MOA logos.



MALL OF AMERICA

If you have any questions, please contact your Team Lead/Supervisor.