



WORK & TRAVEL USA

HS Services Black Desert Resort - In Room Dining Attendant

HOST INFORMATION

Company Description:

At Black Desert Resort, you'll have the opportunity to explore a variety of seasonal activities. In the summer and fall, take advantage of nearby hiking, rock climbing, mountain biking, and ATV adventures. With the natural beauty of Southern Utah as your backdrop, outdoor activities are at your doorstep year-round.

Staff Perks: Working at Black Desert Resort means more than just a job – it's a lifestyle. As part of our team, you'll enjoy:

- Access to our employee dining room
- Employee Housing Opportunities
- Wellness programs and fitness facilities
- Discounts on local attractions, restaurants, and tours
- Opportunities to participate in resort-sponsored events and activities

Cultural Exchange Experience: Black Desert Resort has a history of welcoming international students and fostering a positive cultural exchange environment. You'll work alongside a diverse team of individuals from around the world, offering you the chance to enhance your English language skills and gain valuable work experience. Our team is dedicated to creating an inclusive and supportive workplace where you can grow professionally and personally.

Why Work at Black Desert Resort?

Whether you're exploring the vibrant local culture, participating in team-building activities, or enjoying the natural beauty of the region, you'll make memories that last a lifetime. Black Desert Resort provides a welcoming environment for international exchange students, with the opportunity to make lifelong friendships.

Host Website: <https://www.blackdesertresort.com/>

Site of Activity: HS Services Black Desert Resort

Parent Account Name: HS Services Inc

Host Address: 1500 East Black Desert Drive Ivins , Utah , 84738

Nearest Major City: Las Vegas , Nevada , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Job Summary:

An In-Room Dining Attendant at Black Desert Resort is responsible for delivering food and beverage orders to guest rooms efficiently and courteously. This position reports to the In-Room Dining Supervisor or Restaurant Manager and ensures that guests receive their orders promptly and accurately, enhancing their overall experience during their stay.

Job Responsibilities but not limited to:

*Deliver food and beverage orders to guest rooms promptly and accurately.
Ensure that all orders are presented attractively and in accordance with the resort's standards.
Provide excellent customer service by addressing guest requests and inquiries courteously and professionally.
Communicate effectively with kitchen and dining staff to ensure order accuracy and timeliness.
Handle guest complaints or issues promptly and escalate to the supervisor if necessary.
Maintain cleanliness and organization of in-room dining service areas and equipment.
Assist with the setup and breakdown of in-room dining orders and service stations.
Follow all health and safety regulations and company policies.
Process payments and handle cash transactions accurately.
Participate in staff meetings and training sessions to stay updated on service standards and procedures.
Requires the use of safe golf cart operations on site.*

Preferred Qualifications and Skills:

*Previous experience in a similar role in a hotel or hospitality setting is preferred.
Strong communication and interpersonal skills.
Ability to work efficiently under pressure and handle multiple tasks.
Friendly and approachable demeanor with a passion for providing excellent customer service.
Strong organizational and multitasking abilities.
Knowledge of point-of-sale systems is a plus.
Ability to handle the physical demands of the job, including standing for extended periods and carrying trays of food and beverages.
Willingness to follow instructions and take on new challenges.*

Typical Schedule:

You will be scheduled 5 Days a week, Typical shift is 6am to 3pm or 3pm to 10pm, but hours may vary.

Seasonal changes to job duties or available hours: Yes

Hours can fluctuate due to weather and times of the season.

Drug Test required: No

COMPENSATION

Hourly Wage: \$9

Eligible for Tips: Yes

You will be provided a base wage of \$9.00. In-room dining attendants can receive around 15% tip from the guest on the revenue from food they deliver. Tips are not guaranteed to be at 15% each day.

Estimated weekly wages including tips: \$612

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 36

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week:

Hours may fluctuate due to business levels and are dependent on weather. During national events hours may be increased but overtime is not guaranteed.

Average number of hours per week reached by last year's seasonal employees: 26

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

When you work a full shift, you will be provided with a free shift meal in the employee dining room that day. Employees are given certain Resort discounts.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Throughout the shift this position requires frequent lifting, pushing, and pulling.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

1 Week of Orientation and Training

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: Yes

Tuesday

Training requirements:

Specific Customer service training, job training, and health/safety training in a classroom setting.

Need to wear uniform: Yes

Uniform Policy:

Most of your uniform will be provided by Black Desert Resort. This includes key items such as shirts, pants, blazers, aprons, and any specific items required for your role. However, you will need to provide some items yourself, including appropriate footwear, such as black closed-toe non-slip shoes for Food and Beverage staff.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Participants will be in a company uniform and will need to wear the uniform at all time. Must maintain a clean and neat appearance.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Shopping Trips, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

At Black Desert Resort, we are committed to providing J1 students with a rich and immersive cultural exchange experience. Our location in Southern Utah offers a unique opportunity to engage with both local culture and natural wonders.

Local Cultural Offering:

We offer trips to nearby parks like Zion and Snow Canyon to showcase the Southwest's beauty and culture. Enjoy local festivals, concerts, and local food establishments. Attend enrichment courses at Utah Tech Univeristy.

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

Employer-owned or employer-arranged housing description:

Housing is a shared living experience. There are shared hotel room style and dorm style housing. Laundry, Kitchen, and common room are on-site and shared with all residents. Please Refer to the License Agreement for more information.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Employee housing has high-speed WIFI internet at no additional cost.

Phone Service: Yes

Description:

Employee housing is located in an area that has good cellular service.

Kitchen facilities: Yes

Description:

Employee housing has a common area with a shared kitchen facility for each resident to use

Laundry facilities: Yes

Description:

Employee housing has a shared onsite laundry facility. The machines are free of charge, but laundry detergent is the responsibility of the resident.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 1 - 4

Rooming Arrangement Description:

No forced coed rooms or dorms. Coed Couples can live in a hotel-style room that has a maximum of two beds, subject to availability.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$175

Housing Cost Deducted from Paychecks: No

Description:

Participants can select to have their housing fees deducted from their paychecks. Otherwise they will need to pay via cash, check, or credit card. Please refer to the license agreement.

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: From employee housing, there is a bike/walking path to Black Desert Resort.

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: From employee housing, there is a bike path to Black Desert Resort, parks and town.

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: Employee Shuttle multiple times a day to and from employee housing and the resort.

ARRIVAL INFORMATION

Arrival Instructions:

Below are your arrival instructions to help you plan your journey to our resort.

Required:

Employer-Provided Transportation:

We offer a complimentary shuttle service from St. George Regional Airport (SGU) to our employee housing. Please send your flight details no later than 7 days before your arrival to Human Resources to ensure transportation arrangements.

Local Transportation Services:

If you arrive outside of shuttle hours, local taxi and rideshare services (Uber, Lyft) are available from SGU to Black Desert Resort. The average cost is \$30-\$50. For more details, visit the SGU transportation website.

If you fly into Las Vegas, please use a shuttle service like <https://www.stgshuttle.com/> They will pick you up from the airport and drop you off at the resort. Note shuttle does not run 24 hours. Depending on your travel schedule you may have to stay overnight at a hotel. Hotel and travel costs are at the participants expense.

Suggested Arrival Airport:

St. George Regional Airport, SGU, Less than 25 miles

Las Vegas - Harry Reid International Airport, LAS, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$50 to \$75

If arriving after regular hours:

Suggested After-Hours Accommodation:

Red Mountain Resort

1275 E Red Mountain Cir

Ivins, Utah 84738

[https://www.redmountainresort.com/offers-packages/?](https://www.redmountainresort.com/offers-packages/?gad_source=1&gclid=CjwKCAjw6c63BhAiEiwAF0EH1GIXGOadG0KtQwXCyNOFnisTnWxsWPz25gTEpsp9uj4O5UnmdDdWRxoCIh4QAvD_BwE)

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(435) 673-4905

More than \$200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Students will receive an email from our human resources department within 2 weeks of their start date to start their onboarding. The Resort will communicate post-job offer acceptance about housing, uniforms, and other important information. Hours can change due to shifts in seasons or business levels. You will go through 2 days of orientation and multiple days of training.

Social Security Number:

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

Details about how to apply for Social Security Number:

Students will be shuttled to the social security office by the resorts HR office.

Nearest SSA Office: St George , Utah , Less than 10 miles

Other:

Wage Payment Schedule:

Bi -Weekly paycheck through direct deposit or papercheck.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Hair: Keep hair clean, well-groomed, and styled professionally. Hair should be kept away from your face. Unnatural colors and extreme styles are discouraged. Facial Hair: Beards, goatees, and mustaches must be neatly trimmed and under one inch. Otherwise, remain clean-shaven. Extreme styles are not allowed. Tattoos: Allowed except on the face, but must be non-offensive and professional. Piercings: Limit to small, subtle earrings in ears only. only one small nose stud allowed on face.

Second Job Availability: Yes, likely

Applicable Company Policies:

We want to ensure that all J1 participants feel comfortable and well-informed about our company policies. Here are some key guidelines to keep in mind during your time with us:

General Job Conditions:

You are expected to arrive on time for all scheduled shifts. Please wear the appropriate uniform provided by the resort and adhere to our grooming and appearance standards. We encourage open communication with your supervisor regarding scheduling and any concerns that may arise.

Cell Phone Policy:

Cell phones should only be used during breaks and in designated areas. Phones must not be used during working hours unless in the case of emergencies.

Smoking Policy:

Smoking is prohibited inside all resort facilities and employee housing. There are designated smoking areas outside. Please follow local laws regarding smoking, including maintaining a safe distance from entrances.

Employee Housing Rules:

Quiet hours in employee housing are from 10:00 PM to 6:00 AM. Visitors are not permitted in housing areas. We maintain a drug- and alcohol-free environment within housing, and violations may result in disciplinary action.

Scheduling:

Schedules are posted weekly. Any changes to your availability must be communicated to your supervisor at least one week in advance. Please note that shifts may vary depending on resort occupancy and seasonal demands.

We look forward to having you on the team, all our policies are found through our associate handbook, and we're happy to answer any further questions about these policies.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants

Walking Distance from Housing:

Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

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