



WORK & TRAVEL USA

WonderWorks Myrtle Beach - Cafe Attendant/Server

HOST INFORMATION

Company Description:

Located in beautiful Myrtle Beach, South Carolina, WonderWorks is an amusement park for the mind with 50,000 sf of "edu-tainment". Our building is very unique - it is UPSIDE DOWN! We have over 100 interactive exhibits and rides, a Zipline that crosses Lake Broadway, and two ropes courses (one indoors and one outdoors).

Our main goal is to offer guests a fun and educational experience. WonderWorks strives to be the top interactive attraction in the Myrtle Beach area. A big part of achieving that goal is recruiting staff that loves to meet people and have fun with them. Our staff enjoys talking with guests from all over the United States and the world and appreciates the opportunity to create a truly memorable experience for every one of them. All positions require a professional appearance, pleasant demeanor and regular attendance.

Schedules vary each week. You will receive your work schedule each Tuesday for the upcoming week. This will allow you to share with other employers should you wish to get a 2nd job while you are here. They must be willing to work around your schedule at WonderWorks.

Myrtle Beach is located in the center of The Grand Strand - a 60 mile stretch of beautiful beaches.

Check us out on www.wonderworksonline.com or look us up on Youtube to learn more about us and what we do. We look forward to meeting you!

Host Website: <http://www.wonderworksonline.com>

Site of Activity: WonderWorks Myrtle Beach

Parent Account Name: WonderWorks

Host Address: 1313 Celebrity Circle Myrtle Beach , South Carolina , 29577

Nearest Major City: Myrtle Beach , South Carolina , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

- Greeting each guest with a smile in a timely manner with great customer service.
- Taking accurate orders and ensuring they are plugged into the system correctly
- Preparing drinks (Fountain, Coffee, Bottled etc.)
- Maintaining the cleanliness and sanitation of the work area as well as the inside dining area.
- Assisting other parts of the Café and building when available
- Ensuring each plate has the proper condiments and accessories before delivering to the guest
- Handle sales with a register: understanding discounts, change, credit cards and receipts in US Currency
- During the busy times, you may be required to clock in as a server and wait on our guests at their table location (your pay rate remains the same however you would be eligible for

tips earned while clocked in as a server). Generally they would be paid through the payroll system when paychecks are processed.

ALL Team Members (TMs) must:

- *Have a high attention to detail.*
- *Have strong communication skills, a friendly, positive attitude and be dedicated to guest services.*
- *Be attentive to guests and highly knowledgeable about the property in order to assist them.*
- *Have basic computer skills.*
- *Be able to work individually or on a team and at a quick pace.*
- *Be flexible and able to work where they are needed.*
- *Be able to read, write, and understand instructions given in the English language.*
- *Be able to understand and respond to verbal instructions given in the English language.*
- *Display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners, guests and members of the local community.*
- *Must be reliable, punctual, and professional.*
- *Keep Supervisors/Managers aware of any issues that may need addressing.*

Typical Schedule:

Schedules are not set and can vary from week to week so open availability to work opening or closing shifts (Monday-Sunday) is important. Schedules are provided each Tuesday for the upcoming week.

Seasonal changes to job duties or available hours: Yes

Although summer is our busiest season, hours may vary based on business volume - especially after Labor Day.

Drug Test required: No

COMPENSATION

Hourly Wage: \$14

Eligible for Tips: Yes

Only when clocked in as a server. No tips for Cafe Attendant.

Estimated weekly wages including tips: \$490

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 55

Potential fluctuation in hours per week:

Although summer is our busiest season, from time to time, hours may be adjusted according to business volumes.

Average number of hours per week reached by last year's seasonal employees: 42

Overtime Policy:

Yes, paid after 55 hours

Job-Specific Benefits:

Team members receive 50% off meals in the Cafe.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Lifting trays, restocking drinks, and assisting with ice refills

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

6-12 hours

Hours per week during training period: 25

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Training is provided for all positions.

Need to wear uniform: Yes

Uniform Policy:

Team members will be issued 2 polo shirts (color varies depending on department) or t-shirts (Cafe) and a name tag at no cost. Team members must supply khaki shorts (work length appropriate), pants or capris, a black or brown belt, and sneakers or tennis shoes (color

does not matter). Team members may purchase additional shirts, a fleece jacket, a hooded sweatshirt and hat (department specific). There is a cost for these items but payroll deductions may be taken over 2 weeks.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Team members will be issued 2 polo shirts (color varies depending on department) or t-shirts (Cafe) and a name tag at no cost. Team members must supply khaki shorts (work length appropriate), pants or capris, a black or brown belt, and sneakers or tennis shoes (color does not matter). Team members may purchase additional shirts, a fleece jacket, a hooded sweatshirt and hat (department specific). There is a cost for these items but payroll deductions may be taken over 2 weeks.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties

Additional Details about Cultural Offerings:

There are so many WONDERful things to do in the Myrtle Beach area - ask for suggestions.

We have also have a number of company events over the course of the summer: monthly team member appreciation lunches, Fourth of July celebration, and other surprises along the way.

Local Cultural Offering:

Students should log onto Facebook & search for Myrtle Beach J1 to find current groups. Here you can connect with other J1 students in the area as well as find out about different cultural events that happen throughout the seasons.

Visit the local tourism site: <https://www.visitmyrtlebeach.com/>

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

Employer-owned or employer-arranged housing description:

Amenities will include refrigerator and microwave, commons areas with ping pong, gaming stations, TVs, couches and more. Safety is a top priority with on site, full-time staff, 24/7 live video monitoring in common areas and entrances. RFID door and room access. ***The international Residence Hall is currently building new housing units here in Myrtle Beach, SC the housing is set to be ready by April 2025. If in the event there is a delay we will reach out to participants and give them the option find their own housing or WonderWorks will provide an alternate option. We will guarantee housing will be within 2 miles of WonderWorks with weekly rent not to exceed \$150.00.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wifi is included in weekly rent

Phone Service: Yes

Description:

Reliable cell phone service is available

Kitchen facilities: Yes

Description:

A community kitchen is available for cooking and sharing meals

Laundry facilities: Yes

Description:

On site coin-op laundry facility

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 4

Rooming Arrangement Description:

Buildings are not co-ed. You can request to be in the same unit with your friends, please be sure to make arrangement with the representative from the International Residence Hall prior to arrival.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$125

Housing Cost Deducted from Paychecks: No

Description:

Participants will work directly with the representative from International Residence Hall to arrange payments for weekly rental costs.

Utilities Costs: No

Housing Deposit: Yes

Cost: \$300

Description:

A \$300 deposit will be required from all participants. This deposit will be deducted in \$75 increments out of the first 4 paychecks.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Refundable as long as housing is left in approved condition, no damage, participants end their employment in good standing with no major program infractions, and you work until your agreed-upon end date and do not leave without just cause.

Details About Deposit Refund:

Housing deposit will be refunded based on your agreed upon departure date.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: 2 miles will be the furthest distance from the provided housing

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: There are sidewalks located on all streets in the area. 2 miles will be the furthest distance from the provided housing

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$10

Total: No Per Day: Yes

Description: All times/schedules found directly on public transportation websites. (Coast RA)

ARRIVAL INFORMATION

Arrival Instructions:

*We recommend that students fly into **Myrtle Beach Airport (MYR)** and take a taxi or Uber to the pre-arranged housing you have secured upon hiring.*

Participants MUST email their flight and arrival information to the employer, Cari Davis at hr@wonderworksmb.com, at least 2 WEEKS prior to arrival to the United States.

Suggested Arrival Airport:

Myrtle Beach International Airport, MYR, Less than 10 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

*Red Roof Inn - Myrtle Beach
2801 South Kings Highway
Myrtle Beach , South Carolina 29577
<https://www.redroof.com/property/sc/myrtle-beach/RR1232>
(843) 626-4444
\$75 to \$100*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

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

Details about how to apply for Social Security Number:

Provide directions to the nearest Social Security office, and information about SWT support groups that assist with the application process if needed.

Nearest SSA Office: Myrtle Beach , South Carolina , Less than 10 miles

Other:

Wage Payment Schedule:

Paid weekly on Friday. Students are strongly encouraged to establish a banking relationship so they have direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Please be "show ready" every day with good personal hygiene. Must shower daily and use deodorant. Must groom hair and groom facial hair. Please be aware that anyone that shows up for work with poor hygiene will be sent home for their shift.

Second Job Availability: Yes, likely

Applicable Company Policies:

WonderWorks would like to ensure that your Spring Work & Travel Experience is everything you want it to be. In order to set clear expectations and to help ensure you will LOVE your job and Myrtle Beach, please review the information below.

Your Job: All jobs at WonderWorks are extremely interactive and require constant interaction with guests. We expect all staff to be friendly and pleasant with guests at all times while enforcing WonderWorks policies. All staff are expected to treat managers and coworkers with professionalism and respect.

Safety: Myrtle Beach is a very exciting and busy place. With the amount of tourism, there is quite a bit of crime. For your safety, DO NOT travel alone. When walking or riding bicycles, always do so in groups of at least three, and always wear a bicycle helmet and reflective clothing.

Attendance and Conduct: Staff are expected to be present and on time for all scheduled shifts. Team members are expected to follow all Safety and Conduct rules, including no smoking or cell phone use in guest areas while in uniform.

Termination of Employment: Any student that decides WonderWorks is not the best option for their Spring Work and Travel Program must provide and work a full (2) week notice as well as a reasonable explanation why they want to leave. Management is happy to discuss any concerns you may have in hopes that we can resolve the issue and continue your employment. Failure to provide and work a two week notice will result in notification to the sponsor that these terms were not fulfilled.

Walking Distance from Worksite:

Food Market, Bank, Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

Food Market, Bank, Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

Shopping Mall, Post Office, Public Library