



Dells Resorts: Land of Natura - Guest Services

HOST INFORMATION

Company Description:

Natura Destinations

At Natura Destinations, our mission is to create immersive, nature-centered experiences that inspire joy, personal growth, and environmental respect. Guided by our belief that “fun comes naturally” we empower both guests and employees to reconnect with nature and themselves through sustainable hospitality.

Our vision is to create unforgettable destinations where families and friends enjoy world-class hospitality, exciting adventures, and meaningful moments; rooted in joy, connection, and conscious living.

At Natura Destinations, we have 3 hotels, 2 restaurants, and 1 waterpark

Hotels:

- *Natura Treescape Resort*
- *Aloha Beach Resort*
- *The Vue Boutique Hotel*

Restaurants

- *Hot Rocks*
- *The Boathouse*

Water Park

- *Land of Natura*

<https://www.naturadestinations.com/>

We look forward to providing a great experience for our students.

Here are some of the benefits we offer them:

Dining Discounts

- *50% off meals during scheduled shifts (excludes alcohol)*
- *25% off meals when off shift (excludes alcohol)*
- *10% off Starbucks beverages at The Vue or Land of Natura*

Amenity Access

- *Access to Natura, Aloha, and Vue at Land of Natura*
- *50% off Waterpark passes for immediate family*
- *Complimentary parking for employees*

+ Entertainment card

Host Website: <https://landofnatura.com/>

Site of Activity: Dells Resorts: Land of Natura

Parent Account Name: Dells Resorts

Host Address: 250 Natura Dr Wisconsin Dells , Wisconsin , 53965

Nearest Major City: Wisconsin Dells , Wisconsin , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

- Greet and assist guests in a friendly, professional, and welcoming manner.
- Provide accurate information about park attractions, hours, pricing, promotions, and policies.
- Sell tickets, season passes, lockers, and rental services using point-of-sale (POS) systems.
- Respond to guest inquiries, concerns, or complaints promptly and effectively, escalating issues to supervisors when necessary.
- Monitor guest flow at entrances, exits, and attraction lines to ensure safety and smooth operation.
- Distribute park maps, wristbands, and other materials while explaining their use clearly.
- Maintain cleanliness and organization in guest service areas, including kiosks, ticket booths, and info desks.
- Support crowd control efforts during peak hours, events, or emergencies.
- Handle lost and found items, guest feedback, and incident reports following company procedures.
- Coordinate with lifeguards, ride attendants, and management to ensure a cohesive guest experience.
- Ensure compliance with all safety protocols and park regulations.
- Assist in opening and closing procedures for the front gate and guest service stations.
- Maintain a professional appearance and wear the required uniform at all times.
- Participate in ongoing training and team meetings to stay updated on park updates and service techniques.

Typical Schedule:

Monday through Sunday 9am-9pm

Drug Test required: No

COMPENSATION

Hourly Wage: \$13

Eligible for Tips: No

Estimated weekly wages including tips: \$520

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 50

Potential fluctuation in hours per week:

Hours will vary depending on occupancy. Natura Destinations guarantees a minimum of 32 hours per week

Average number of hours per week reached by last year's seasonal employees: 45

Overtime Policy:

No, exempt from paying overtime by law

Job-Specific Benefits:

Enjoy 50% and 20% off at our restaurants, plus free access to hotel amenities and our waterpark

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Working outdoors

Job Training required: Yes

Length of job training:

1-2 Weeks

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Students must commit to learning as much as possible during their training. They are encouraged to take notes in their notebooks and will be working with another team member that will guide them through all departmental processes. Please feel free to ask any questions throughout the training

Need to wear uniform: Yes

Uniform Policy:

For this position, please wear black pants or shorts and comfortable black sneakers. Your polo shirt and name tag will be provided during onboarding.

Cost of uniform: \$34

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

- Company-issued polo or sweatshirt - Name tag - Black pants or shorts - Personal devices (phones, AirPods, earbuds, headphones) are not permitted while clocked in. - Always maintain a polished appearance. - Any additional accessories must be approved by your manager. - If wearing an undershirt beneath your uniform, it must be solid black or solid white with no designs or logos.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

We encourage you to bring something from home to share;

your story, traditions, music, recipes, etc.

*Natura Destinations will host activities throughout the summer, including an **end-of-summer party**.*

*We'll also keep you informed about all events and activities organized by your **J-1 sponsor**.*

Local Cultural Offering:

You can get your

Entertainment Card

at the

Visitor Center

to enjoy

discounts and free activities.

Wisconsin Dells hosts

celebrations during the summer

, offering a great way to explore local culture.

The sponsors will also organize events, giving you the chance to connect with othe

r J-1 students.

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:

Mini Fridge, sheet, pillow, microwave, shared bathroom, AC, motel style housing with a shared room and bunk beds. Most rooms house 4 students per room. We do have a few rooms that can hold up to 6 students per room.

Lease Agreement: *Yes*

Onsite Amenities:

WiFi: Yes

Description:

Open network

Phone Service: No

Description:

Personal Cellphones or HR office

Kitchen facilities: Yes

Description:

Shared Kitchen

Laundry facilities: Yes

Description:

Shared Laundry

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 4 - 6

Rooming Arrangement Description:

Rooms are assigned based on gender and departure date. Please let us know if you would like to request to live with a specific roommate.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

During onboarding process, it must be CASH.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Must pass every housing inspection.

Details About Deposit Refund:

Cash returned upon departure from housing.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Sidewalks

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: Sidewalks and Bike Lanes

Other

Estimated commute time: Under 15 minutes

Estimated cost: \$10

Total: No Per Day: Yes

Description: Taxi

ARRIVAL INFORMATION

Arrival Instructions:

Arrival Information

We recommend flying into either Chicago O'Hare (ORD) or Madison Airport, as they are the closest and most accessible to Wisconsin Dells (ORD ~3 hrs, Madison ~1 hr). From there, you can take a rideshare, Greyhound bus, or Amtrak train. Visit their websites for schedules.

*You may arrive at the housing at any time, but please email us your arrival date and time at least **two weeks** in advance so we can prepare accordingly.*

Transportation from the airport is not provided.

About 1–2 months before the program, we'll share a link to join a group chat with other participants so you can coordinate rides.

It's very important to stay in contact with us regarding your visa interview, flight info, and arrival.

Contact:

Pamela Gamborino

HR Director

hrnatura@naturadestinations.com

Suggested Arrival Airport:

Madison, MSN, Less than 25 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Natura Treescape Resort

400 County Road A

Wisconsin Dells, Wisconsin 53965

\$0 to \$25

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:

As we get closer to your arrival, we will send you a presentation link with instructions on how to complete your Social Security form. We will schedule the appointment for you and provide shuttle transportation to and from the Social Security office. If this is not your first Work & Travel program, please remember to bring your Social Security card with you.

Nearest SSA Office: Portage , Wisconsin , Less than 25 miles

Other:

Wage Payment Schedule:

We pay every two weeks on Friday. Initial payments can be made by paycheck, but once a student receives their SSN, they must open a bank account and provide the details. We are not responsible for unpaid checks after program completion.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Employees are expected to maintain a clean and professional appearance at all times. Good personal hygiene is required. Visible tattoos must be non-offensive and may need to be covered depending on position. Facial piercings should be minimal and may be restricted in food service roles. Facial hair must be neatly groomed. Hair must be clean and well-maintained. Uniform guidelines specific to each position will be provided separately.

Second Job Availability: Yes, likely

Applicable Company Policies:

Time-Off Requests

: If you need to request time off, please submit your request at least two weeks in advance. Keep in mind that all time-off requests are subject to manager approval and may be denied based on staffing needs.

Phone Policy/ AirPods: Phones/ AirPods are not allowed while working. If you have an emergency or need to use your phone, you must communicate with your manager first.

Respect in the Workplace: We have a zero-tolerance policy for disrespectful behavior. All employees are expected to be polite and professional. We strive to maintain a safe, healthy, and positive work environment where everyone feels welcome. Let's work together to make each day enjoyable.

Warning & Discipline Policy: If a workplace policy is violated, you may receive a written warning, depending on the severity of the situation. Accumulating three written warnings may result in termination of employment.

Smoke Breaks: You are allowed to smoke only during your scheduled breaks. Please note that employee housing is smoke-free, and smoking is not permitted inside or around the housing area.

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Internet Cafe, Public Library

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Internet Cafe, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library