



WILDERNESS RESORT | WE ARE **FAMILY**

# SWT Handbook

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# Welcome

Hello and Welcome to the Wilderness Family!

In this manual you will find TONS of helpful information to get you through the season. We ask that you please try to refer to this manual FIRST, BEFORE stopping at the HR office or sending an email. You can find this manual in 4 spots:

- In your orientation folder you received when you arrived
- Hanging on the bulletin boards on each floor in housing
- An electronic version on your Omnigo app
- On the Wilderness Work and Travel Website

Please save the following emails to your contacts as you will receive emails throughout your program from each of us. We have a team of employees in the office dedicated to working with participants like you!

For general questions, please email:

*students@wildernessresort.com*

Maggie Zeman – International Recruiting Manager

*mzeman@wildernessresort.com*

Yetzali Castillo – International Recruiting Coordinator

*ycastillo@wildernessresort.com*

Chrystin Luetkens – Housing Coordinator

*cluetkens@wildernessresort.com*

If you have any questions or concerns, please feel free to either fill out an international concern worksheet (explained on page 7) OR send one of us an email to set up a meeting. If you need immediate help, please stop by the HR office.

## **HR OFFICE HOURS**

Monday – Friday: 8am – 4pm

Saturday: 8am – 12pm

Sunday: CLOSED



## Sponsor Contact Information

Please reference the list below for your sponsor's contact information. Make sure you are completing your arrival check-in with your sponsor **within 5 days** of arrival. You will also be required to complete a monthly check-in. Each sponsor is different so please make sure to know the proper procedure for your sponsor.



Phone: 1-888-268-6245



Phone: 1-888-224-0450



Phone: 1-800-390-0978



Phone: 1-866-622-7623



Phone: 1-800-621-1202

**Wilderness Housing Address for SEVIS:**

**501 East Adams St (room #)**

**Wisconsin Dells WI 53965**

## Frequent Phone Numbers

### **RA Cell Phone Number: 608-434-8617**

If after 4pm or on weekends, this phone will be answered by Security and they will assist you. Please call the RA cell phone for ALL noise complaints.



### **Transportation Phone Numbers**

Wisconsin Dells City Taxi

608-415-7433

Dells Express Taxi

608-448-8044



### **Bank Phone Numbers**

BMO Harris Bank – Wisconsin Dells, WI

608-254-2514



### **Hospital/Clinic**

SSM Health Urgent Care – Wisconsin Dells, WI

608-254-5959

St. Clare Hospital – Baraboo, WI

608-356-1400

Delton Family Medical Center – Wisconsin Dells, WI

608-254-5888

**\*All manager phone numbers are listed by the phones in the hallway on each floor\***

# Packages & Mail

All packages will be brought to the HR office approximately 24 hours after being 'delivered'.

To collect your mail and package(s) you will need:

- Housing ID
- \$1 CASH per package

## SHIPPING ADDRESSES

### AMAZON, UBER EATS & DOOR DASH PACKAGES

WILDERNESS RESORT  
HR/**FULL NAME**  
501 EAST ADAMS STREET  
WISCONSIN DELLS, WI 53965



### ALL OTHER DELIVERIES

WILDERNESS RESORT  
HR/**FULL NAME**  
511 EAST ADAMS STREET  
WISCONSIN DELLS, WI 53965

All packages will be brought to HR  
the next business day after it has  
been delivered.

**Pick up times are between  
8:30AM-10:30AM and 2PM-4PM**

Please do not go to the resort  
looking for your package.

**There is a \$1 cash charge per package & must show housing ID**

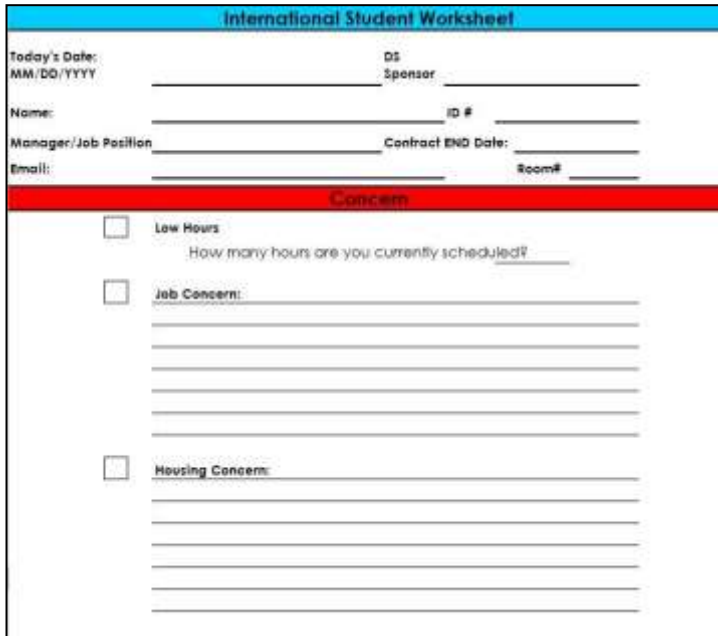
### Important Reminders:

- Do NOT schedule deliveries less than 2 weeks before your estimated departure date.
- Any mail received after you depart from Wilderness will be securely scanned to your email.
- Non-Wilderness checks, mail, and cards will be held for up to 30 days and then returned to sender.
- Packages will be held for 30 days. If not picked up or returned, items will be donated as the Wilderness will NOT pay postage fees to return to sender.

# International Concern Worksheet

This form can be found outside of the HR office, hanging on the wall in the **ORANGE** folder, across from the window.

Please make sure to fully complete the top section! Please allow a MINIMUM of 48 hours for a response.

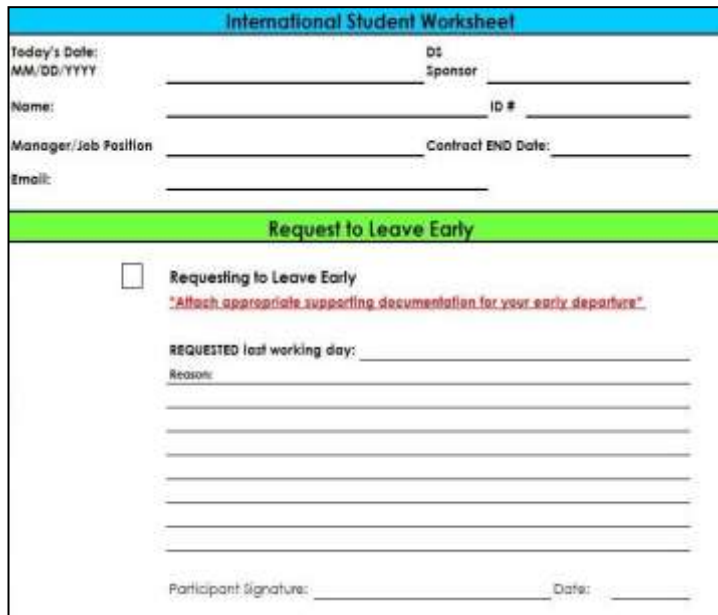


The form is titled "International Student Worksheet" in a blue header. Below the header, there are fields for "Today's Date: MM/DD/YYYY", "DS Sponsor", "Name:", "ID #", "Manager/Job Position", "Contract END Date:", "Email:", and "Room#". A red horizontal bar separates the header from the "Concern" section. The "Concern" section has a red header and contains three checkboxes: "Low Hours" (with a sub-question "How many hours are you currently scheduled?"), "Job Concern:", and "Housing Concern:". Each checkbox has several lines of text for providing details.

Any concerns related to your job or housing can be explained on this side of the form. Please provide as much detail as possible in your reasoning.

**ALL LEAVE EARLY REQUESTS  
MUST BE APPROVED BY HR  
– NOT YOUR MANAGER.**

Wilderness expects you to work from your D.S. start date to your agreed upon Last Day of Work. However, there are times when things come up. If you need to leave before your agreed upon end date:



The form is titled "International Student Worksheet" in a blue header. Below the header, there are fields for "Today's Date: MM/DD/YYYY", "DS Sponsor", "Name:", "ID #", "Manager/Job Position", "Contract END Date:", "Email:", and "Room#". A green horizontal bar separates the header from the "Request to Leave Early" section. The "Request to Leave Early" section has a green header and contains a checkbox labeled "Requesting to Leave Early" with the instruction "Attach appropriate supporting documentation for your early departure". Below this, there are fields for "REQUESTED last working day:", "Reason:", and "Participant Signature:". At the bottom, there is a field for "Date:".

1. Complete the "Request to Leave Early" side with requested last day of work and reason for leaving early.
2. You must provide us with a **MINIMUM** two week notice so we can find a replacement for you.
3. You must provide supporting documentation for the reason you are leaving.  
(Example: leaving early due to your university starting early would require you to submit a class schedule from your university.) **3 Day Max for travel**
4. You must receive permission from HR AND your D.S. Sponsor to leave early.
5. You must finish out any shifts you are already scheduled PRIOR to leaving.

**If you decide to end your contract early and it is NOT approved by HR, you could face monetary penalties. Always ensure your sponsor is aware of an early departure.**

# Hours

All students will work an AVERAGE of 32 hours/week from their job start date, to their agreed upon Last Day of Work. Please remember that the average will include any no call no shows or call-ins as you were scheduled and had the opportunity to work those hours.

REMINDER: Wilderness is your primary placement, so to receive the most hours, you should have open availability.

If you are low on hours, please do the following:

1. First, speak to your manager to see why you might be low on hours. They may have additional hours to give to you.
2. If you are still low on hours after speaking to your manager, please stop by HR as we may have extra hours in another department for you.
3. No extra hours? Please complete an international concern worksheet regarding low hours and turn in to HR.

**\*REMEMBER hours will fluctuate from week to week. PLEASE BE PREPARED FOR YOUR HOURS TO VARY\***

# Social Security

All students are REQUIRED to apply for a social security card. In order to apply, you must complete your check-in with your D.S. sponsor 7-10 days BEFORE you apply. Please reference your D.S. Sponsor Contact Information to learn more on how you can check in with your sponsor if you haven't done so already.

The following steps will be taken to ensure you apply for a social security card:

- After completing the online social security application in Orientation, HR will assign you to an appointment time.
- HR will arrange transportation for you to go to the Social Security Administration Office in Portage. The taxi cost will be \$15 per person and it will be taken out of your paycheck.
- You will receive an e-mail AFTER completing orientation with instructions and your appointment time. Please double check your schedule to ensure you are not scheduled to work during your appointment time. If you are scheduled, please notify HR immediately!



If you miss your scheduled appointment you will be charged. **NO EXCEPTIONS. NO REFUNDS.**

Documents required to apply for a social security card include; Passport, DS-2019, I-94 (provided by HR at time of appointment), and Online Control Number (from online application).

**ALL DOCUMENTS MUST BE ORIGINAL. NO COPIES!**



# Omnigo Community Application

The Omnigo app serves as a 24/7 safety resource for all students to use. The app allows you to communicate anonymously with Wilderness security through chat/messaging. Omnigo should be used to report any of the following (but not limited to):

- Alcohol in housing
- Suspicious activity
- Unauthorized guests
- Locked out of your room
- Fighting the hallway
- Your refrigerator stops working on the weekend
- Noise complaints during quiet hours
- Injuries



## Banking

You **MUST** request a bank appointment within 20 days of your arrival. It is recommended you keep your bank account open for at least 30 days after your last day working day, to ensure you receive your final pay check. **You must have a bank account entered into Dayforce within 45 days of your arrival**

Our recommendations are as follows (all of the banks recommended work internationally):

### **#1 BMO Harris**

BMO Harris is located in downtown Wisconsin Dells. If you are interested in opening a bank account at BMO, you are responsible for scheduling an appointment and transportation. You will need to bring your Social Security Card, Passport, and original DS-2019 Form. You will also need a 'Proof of Address' that will be provided to you in orientation. If you do not have your SS card yet, you will need to wait for your card to arrive before requesting an appointment.



**\*BMO requires \$25 to open an account**

Hours of Operation: Tuesday-Friday 9:00am- 5:00pm & Saturday 9:00am -12:00pm (be sure to arrive at least 1 hour prior to closing time)

## #2 Wells Fargo

Wells Fargo is located in Baraboo. If you would like to open account, please make arrangements with friends to take a taxi. Wells Fargo will open a checking account free of charge. You will need to bring your original documents, including your Passport and original DS-2019 Form. You will also need a 'Proof of Address' that will be provided to you in orientation. Wells Fargo does NOT require you to have a social security card to open a checking account. **\*WE RECOMMEND REQUESTING AN APPOINTMENT WITHIN 20 DAYS OF YOUR ARRIVAL\***



**\*Wells Fargo requires \$25 to open an account**

Hours of Operation: Tuesday-Friday 9:00am- 5:00pm & Saturday 9:00am -12:00pm (be sure to arrive at least 1 hour prior to closing time)

### Cashing a Check

Prior to receiving your debit card, you may cash your paychecks at the locations at which they were issued:

- Manual Checks → Bank of Wisconsin Dells
- Dayforce Checks → Wells Fargo

### Protect your Money & Documents

- Do NOT carry or keep large sums of money on yourself or in housing. Keep your closet locked at all times. As soon as you open a bank account, keep your money in there.
- Do NOT carry your passport or any other important documents with you. Keep these locked in your closet. Instead, carry your Wilderness issued Housing ID card.
- Do NOT take personal items such as credit/debit cards, cell phone, etc. to work, as theft from lockers in the waterparks and breakrooms can occur.

**Contact HR right away if your passport or any other valuable items have been lost or stolen.**

# Payroll Calendar

## 2025

January						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

August						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December						
Sun	Mon	Tue	Wed	Thur	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

# Paychecks

You will receive your paycheck from HR or your manager until your direct deposit takes effect. For paper checks, please wait until after 11am on payday to pick it up.

Students WITHOUT SS#: From November – December, paychecks will be available for pick-up in the HR office. Beginning in January, paychecks will be available for pick-up from your manager.

Students WITH SS#: Paychecks will be available for pick-up from your manager.

If you do not pick your paycheck up from your manager by the Monday following payday, the paycheck will be brought to HR. Please be sure to bring your ID card to claim your paycheck.

\*Please note if you work in more than one department, you may have a second paycheck (example shown below). You will have to go to that location for your additional paycheck\*

<input type="checkbox"/>	Wild Golf Inc - #341178746	9/10/2020
<input type="checkbox"/>	Wilderness Hotel and Resort Inc - #341178745	9/10/2020

## Paycheck Breakdown

**CERIDIAN**

**Employer Name:** WILDERNESS HOTEL & RESORT INC  
**Employer Phone:** 608-253-9729  
**Employer Address:** P O Box 830  
 Wisconsin Dells, WI 53965

**Employee Name:**  
**Employee #:**  
**Employee Address:** 501 East Adams Street  
 Wisconsin Dells, WI 53965  
**Department:** D-NORTHERN LIGHTS SKY ROPES COURSE  
**Job Title:** Attractions/Retail Associate  
**Pay Group:** WI Hourly (Thursday Start)

**Pay Date:** 9/10/2020  
**Pay Period:** 8/20/2020 - 9/2/2020  
**Deposit Advice #:** 341178745  
**Pay Frequency:** Bi-Weekly  
**Pay Rate:** 9.5000  
**Federal Filing Status:** Single  
**Federal 2c/Extra Withholding:** No/\$0.00  
**State Filing Status:** Single (WI)  
**State Exemptions:** 1/\$0.00 (WI)

	Current 8/20/2020 - 9/2/2020			YTD As of 9/2/2020	
	Hours/Units	Rate	Amount	Hours/Units	Amount
<b>Earnings</b>	<b>110.73</b>		<b>\$1,222.33</b>	<b>349.75</b>	<b>\$3,749.65</b>
Reg	74.87	9.5000	\$711.23	259.85	\$2,468.57
OT	35.87	14.2500	\$511.10	89.90	\$1,281.08
<b>Taxes</b>			<b>\$193.49</b>		<b>\$565.64</b>
Fed W/H			\$138.16		\$415.88
WI W/H			\$55.33		\$149.76
<b>Post-Tax Deductions</b>			<b>\$100.00</b>		<b>\$337.14</b>
Housing Rent			\$100.00		\$257.14
SS Trans.					\$10.00
Housing Expense					\$50.00
Linen Expense					\$20.00
	<b>Routing #</b>	<b>Account #</b>	<b>Amount</b>		<b>Amount</b>
<b>Net Pay</b>			<b>\$928.84</b>		<b>\$2,846.87</b>
Direct Deposit			\$928.84		

**YTD:** 'Year-To-Date' or total earnings from first day of work to current pay date.

**Taxes:** All students will pay State (WI W/H) & Federal (Fed W/H) taxes. If you see any other taxes listed, please notify HR.

**Net Pay:** Total check amount after all deductions (rent, uniform, taxes, etc.)

**Direct Deposit:** Once your banking information has been submitted it will take 2 – 3 pay periods for your direct deposit to start. For this reason, you should have a bank account entered into Dayforce within 45 days of arrival. After direct deposit starts, you will no longer need to collect a physical paycheck. Electronic paycheck stubs will be available for viewing in Dayforce.

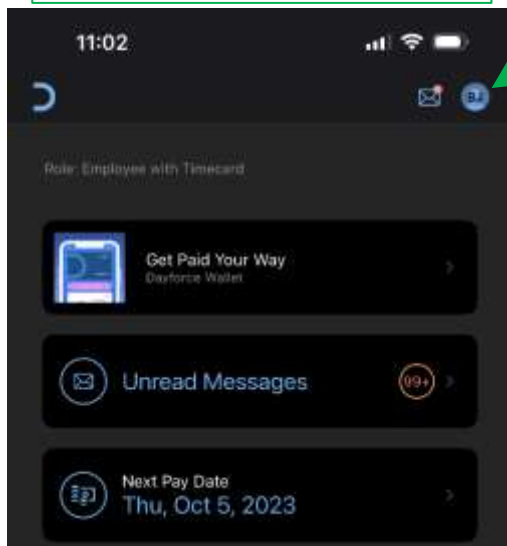
# Direct Deposit Step-by-Step

\*We strongly encourage you to enter your bank account information into Dayforce as soon as possible once you receive it. The sooner it is entered, the sooner it will start taking effect!\*

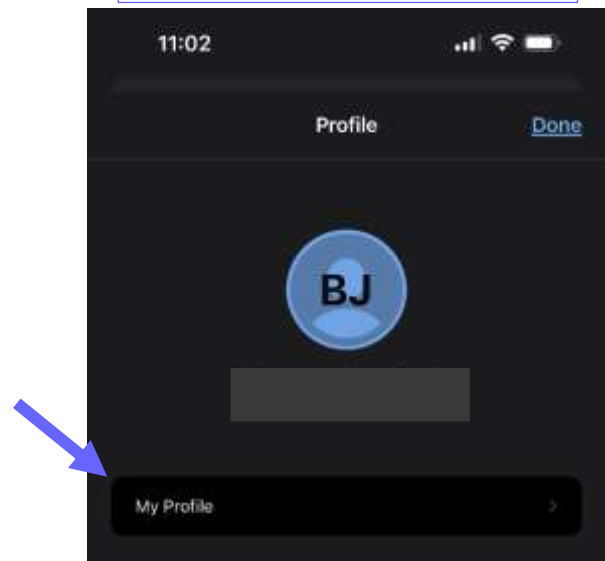
Please follow these steps, and keep in mind the important tips in **RED**, when entering your bank account information into Dayforce:

1. Open the Dayforce app on your mobile device

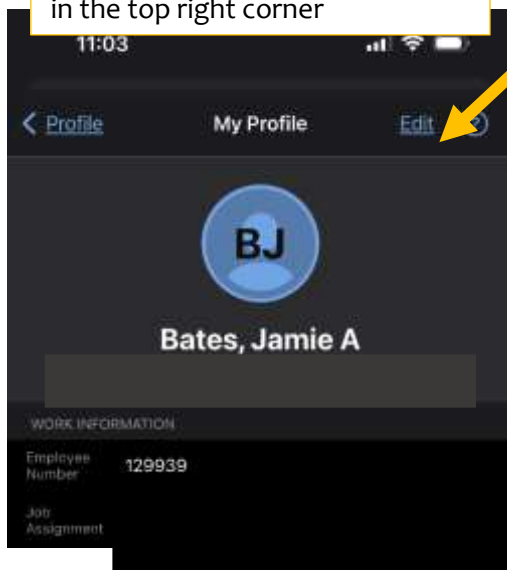
2. Click on your initials in the top right corner of your Dayforce home screen



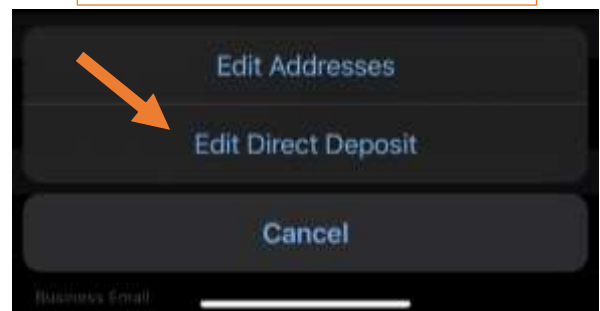
3. On the next screen, click 'My Profile'



4. From your profile, select 'Edit' in the top right corner



5. From the pop-up, click 'Edit Direct Deposit'



1. Complete form to add bank account to Dayforce by entering the following information

The screenshot shows the 'Add Account' form in the Dayforce mobile app. The form is titled 'Add Account' and has 'Cancel' and 'Done' buttons at the top. It is divided into several sections: 'ACCOUNT TYPE', 'ACCOUNT INFORMATION', and 'DEPOSIT TYPE'. The 'ACCOUNT TYPE' section has three options: 'Dayforce Card', 'Checking', and 'Savings'. The 'ACCOUNT INFORMATION' section has four fields: 'Account Number' (with a hint 'Enter account number'), 'Confirm Account Number' (with a hint 'Re-enter account number'), 'Routing Number' (with a hint 'Enter routing number'), and 'Financial Institution' (with a hint 'Name of Institution'). The 'DEPOSIT TYPE' section has three options: 'Remainder / Full Amount', 'Monetary Amount', and 'Percentage'. Colored arrows point from callout boxes to specific fields: a blue arrow points to 'Checking', a pink arrow points to 'Account Number', a pink arrow points to 'Confirm Account Number', a green arrow points to 'Routing Number', a blue arrow points to 'Financial Institution', and a purple arrow points to 'Remainder / Full Amount'.

**ACCOUNT TYPE**

Dayforce Card

Checking

Savings

**ACCOUNT INFORMATION**

Account Number  
Enter account number

Confirm Account Number  
Re-enter account number

Routing Number  
Enter routing number

Financial Institution  
Name of Institution

**DEPOSIT TYPE**

Remainder / Full Amount

Monetary Amount

Percentage

Select 'Checking'

\*Nearly ALL student bank cards are connected to checking accounts, TRUST US 😊

Enter and Re-enter your ACCOUNT NUMBER

\*This should be provided to you on a paper document with your ROUTING NUMBER – this is NOT the number on your card!

Enter your ROUTING NUMBER

\* This should be provided to you on a paper document with your ACCOUNT NUMBER – this is NOT the number on your card!

\*The name of your financial institution will fill-in automatically after entering your account number

Select 'Remainder/Full Amount'

\*This means your entire paycheck will be deposited into your bank account

**ONCE YOU'VE COMPLETED THESE STEPS, PLEASE SAVE AND SUBMIT YOUR CHANGES.**

**PLEASE REMEMBER, DIRECT DEPOSIT WILL START TAKING EFFECT 2-3 PAY PERIODS AFTER ENTERING YOUR INFORMATION INTO DAYFORCE.**

# Rent Deduction Explanation

The cost of rent is \$95 per week. It is deducted from your paycheck in 2 week increments, which will total \$190 from each paycheck. Rent deductions will begin on your first paycheck (amount depending on orientation date). On your orientation day you will pay **\$490 in CASH**.

\$190 → 2 Weeks Rent

\$150 → Admin Fee (Non-Refundable)

**\$150** → Housing Deposit (Refundable at departure)

## Arrival Example

Orientation Date: 3/9

You paid in cash for 2 weeks (14 nights) of rent in orientation. This will cover rent from 3/9 – 3/22.

First Rent Period: 3/18 – 3/31

Your first paycheck on 3/25 will charge the remaining days in that pay period which are 3/23 – 3/31 (9 nights = \$122.14)

The following paycheck you receive will charge you for the full 2 weeks equaling \$190.

The days included are the Thursday of the week *BEFORE* the pay day through the Wednesday *AFTER* the pay day.

March						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

\*When departing from housing your rent will be calculated per day based on the date you provide for your exit from Wilderness housing\*

## Departure Example (Using the same March calendar from above)

If you depart housing on 3/29 you will only be charged for rent from 3/18 – 3/28.

This would be 11 nights meaning you would only pay \$149.29 on the 3/25 paycheck.

Your following paycheck on 4/8 will have ZERO rent deductions.



# Dayforce

Dayforce is a cloud based system for a company to track employee data. This system can be used on a desktop computer OR via the mobile application called Dayforce HCM. It allows you to view all employee data including schedules, timesheets, earnings, and more. From one convenient site, you can verify, manage and update your employee information.

We highly recommend for you to download the Dayforce application to your phone as this is the easiest and most convenient way to access your Dayforce account.



*Please remember to use a desktop computer for FULL access to Dayforce!*

Company: WHRI

Username: Your 6 Digit Employee ID Number

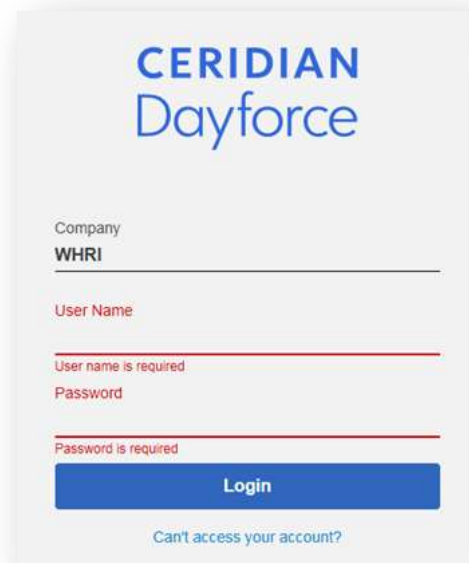
Password: \_\_\_\_ Login

**The blank will be the YEAR you were born.**

Example: 1997Login

Once you login with this password for the first time, you will be prompted to create your own password.

\*passwords must contain a minimum of 8 characters, one uppercase letter, and one number. **PLEASE WRITE YOUR NEW PASSWORD DOWN SO YOU DON'T FORGET.**



(Mobile Application View)

# Taxes

It is required that you file an income tax return since federal, state, and local taxes were deducted from the pay you received while working in the United States. In some cases, participants are eligible for a tax refund, which is a good incentive to file your income tax return. You must have a copy of a W-2 form from each job/employer in order to file a tax return. The form will show the total amount of your taxes withheld from your paycheck during the calendar year. Employers are required to issue the W-2 form by January 31 for the prior calendar year (January through December).

W2 forms will NOT be issued before January 15th for the year prior.

## Deadline to File Tax Return

You are required by law to file a U.S. income tax return. The deadline is April 15 for the previous tax year (January 1 to December 31).

### **How to complete the tax return process:**

We recommend you use Sprintax to assist you in filing the tax return. Why use Sprintax:

- Save time and stress
- Prepare a compliant US tax return
- Maximize your State tax refund
- 24/7 Vita Qualified Live Chat facility
- Over 500,000 returns prepared

There are other resources that provide online and in person tax assistance and tax preparation that you can seek on your own. We encourage you to explore what resource will work best for you, but we cannot endorse any other tax services or program.

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

## W2 Form

All W-2's will be ready for you to print off using Dayforce by January 31st. **We do not mail W-2's!** Please follow the directions you will receive via email on how to access your W-2. Contrary to very common misconception, you do NOT need your last physical paycheck in order to file your tax return so you can keep your direct deposit for your last paycheck.

# Want to come back next year?

**Prior to completing a job offer we will need the following information from you:**

**1. A video at least 1.5 minutes in length including photos and/or video clips from your time in the USA.**

- A minimum of 5 pictures or video clips from your time at Wilderness.
- Please make sure your photos do not include inappropriate items or acts.
- Your videos will be shared with future participants and sponsors so please be enthusiastic! This can be as simple as Instagram reel you created
- Add effects! We will not accept a video without audio or music. You do not need to talk
- Try using a program such as Instagram Reels, VivaVideo or Quik by GoPro
- Share your video with us:
  - Instagram: wildernessresort\_worktravel



- Facebook: Wilderness Resort Dells-Work & Travel Employees
- Email: [WildernessWorkTravel@Gmail.com](mailto:WildernessWorkTravel@Gmail.com) & [Students@wildernessresort.com](mailto:Students@wildernessresort.com)

*If the file is too large to send, please upload it to YouTube, Vimeo, or a similar site.*

**2. An email sent to [WildernessWorkTravel@gmail.com](mailto:WildernessWorkTravel@gmail.com) including**

- Full Name & Dayforce ID number
- Position preference - Housekeeping, Aquatics, Resort Worker (F&B Cashier, Guest Services, Attractions, Retail Cashier, Special Events) . You do not need to return to the same dept.
- First & Last Working Dates
- Name of the DS Sponsor you will be using: AAG, CIEE, Intrax, InterExchange, Spirit - Spirit does not have self-placement-only alumni program

*Wilderness will only make independent contracts for students who have previously worked here **and left on good terms.***

All emails will be answered in a timely manner. Please reference below to find the time to email your request to return.

Spring Season (Working Dates: February – June) Send an email in late June

Summer Season (Working Dates: May – October) Send an email no later than October 15th

Winter Season (Working Dates: Nov – March) Send an email between April 1<sup>st</sup> – April 7<sup>th</sup>

**\*Returning requests are first priority but need to be completed within the timeframe above.**

# Wilderness Housing Rules

## **Room Inspections**

These will be weekly and random. Rooms are expected to remain clean at all times. Cleaning supplies will be available for check out at the HR office. We have everything you need to clean your rooms.



## **Garbage**

Dumpsters are located by the basketball courts. DO NOT place your trash in any garbage bin besides the dumpsters. Place garbage INSIDE dumpsters. Fines will be given for improper disposal of garbage.

## **Kitchen**

If you use the kitchen you MUST clean up after yourself. Do not leave the stove on and unattended. If you notice others not cleaning, please contact HR with the date and time. We will review the security cameras and those responsible will receive fines. If the kitchen remains dirty for two consecutive days the kitchen will be closed for 5 days. Do NOT wash or rinse any dishes out in bathroom sinks.

## **Smoking**

No smoking or vaping inside Wilderness Housing. Dispose of your cigarettes in the provided ashtrays outside NOT on the ground.



## **Alcohol**

Alcohol is NOT allowed in or on Wilderness Property. If caught with alcohol you will be charged a fine and all alcohol will be confiscated per your lease agreement.

## **Fire Drills**

These will be monthly and random. Failure to leave the building in 2 minutes will result in a \$100 fine. These are required by the State and very important.

## **Candles, Incense, Open Flames**

These are not allowed in housing. Open flames are a fire hazard. If found in your room, a \$50 fine will be given.

## **Building Damages**

Damages will be assessed and repair costs will be determined depending on the severity of the damage.

## **Visiting Hours**

Hours are 8am-10pm. Tenant and guest will both be issued a fine if guest is on property outside of visiting hours. Guest could face trespassing ticket from the police.

## **Skateboarding**

Skateboarding and scooters are banned on property. Disciplinary action will be taken if caught skateboarding or using your scooter.

## **Noise**

Excessive noise after 10pm is not allowed. Please respect other students and keep volumes to a minimum. Fines will be given to those who violate this rule.

## **Illegal Downloading**

Any illegal downloading will result in ALL Wi-Fi being shut off.

# **Housing Facilities Cleanliness**

## **Bathroom**

- Flush the toilet after each use and dispose sanitary items properly
- If you drop toilet paper, pick it up
- If you spill something on the sink/counter/floor, clean it up
- Remove all your shower belongings after each use
- Remove hair from the drain
- DO NOT dye your hair in the showers
- DO NOT leave gum in the showers
- Do NOT wash or rinse any dishes out in bathroom sinks

## **Kitchen**

- CLEAN YOUR DISHES - DO NOT leave dirty dishes in sink
- DO NOT take dishes and silverware to your room
- Clean up your area after each use
- If you spill something, clean it up
- Sweep/mop your mess, we provide a broom and mop for you to use
- Throw away your garbage

## **Water Fountains**

- Water fountains are for drinking only
- DO NOT dump any beverages down the drain of the water fountain

## Laundry Room

- DO NOT sit on counters
- Remove lint from the dryers after each use
- Throw away empty detergent bottles and dryer sheets
- If you spill or drop something, clean it up



## Hallways

- If you drop something, pick it up
- DO NOT leave personal items in the hallway

# Wilderness Resort Guidelines

## Obey all rules as noted in Employee Handbook

- Everybody has access to the employee handbook via Dayforce.
- It is your responsibility to read the handbook, following the rules and policies stated in that handbook.

\*If you have any questions after reading the entire handbook please direct them to HR or your manager.

## Work at Wilderness Resort until the agreed upon end date

- Early departures due to school starting, family emergency, or illness must be approved by HR and DS Sponsor. Supporting documentation will be required.
- All requests must be made with an international concern sheet
- You must provide at least a 2 week notice prior to your anticipated last day. Please contact HR before making any travel plans.

## Scheduled hours at Wilderness are your primary responsibility



- Second jobs are possible only when not scheduled at the Wilderness.
- The Wilderness will not adjust your schedule to accommodate your second job.
- Your contract is with the Wilderness and it is important that you are available to work any scheduled shifts.
- Second jobs must be approved by your DS Sponsor

## Timeliness

- Everybody should arrive early for their scheduled shift.
- **Do not show up tardy (late) for work.** This will result in disciplinary action.
- Coordinate with your department manager for schedule changes or day off requests.

## Time Clock



- Employees will receive a 6 digit employee ID number in orientation with HR. This is used to track time worked.
- Be sure you are using the time clock closest to your designated work area.  
If you don't know where it is located ask your supervisor or manager.
- Do not clock in more than 5 minutes prior to your scheduled shift unless given approval by management.
- It is unacceptable to punch in on the opposite side of the resort from where you are working. This also applies to the time clock you use when punching out.
- Violation of this policy is considered theft of time and will result in termination.

## Make personal contact with supervisor or manager if illness or emergency prevents you from attending work

- Notify your manager or supervisor at least 2 hours prior to your scheduled shift.
- Talk directly with a manager. Do not leave a message.
- Please use the phone extension list located at each phone in housing to contact your manager or supervisor.
- Call 608-253-4252 then dial 0, ask for the Manager on duty for your department if you cannot reach them when dialing their extension.

## Uniform and Name Tag

- Once you have received your uniform and name tag, you must wear both at all times.
- For additional uniform or name tag requests, please see HR.

## Maintain appropriate personal appearance and hygiene

- Keep your uniforms clean and presentable.
- Be sure that you are keeping yourself clean and neat looking.
- Be sure that you smell and look your best. Not only are you representing yourself, but you are also representing the Wilderness.
- If you come to work and you or your uniform are not looking or smelling good, you will be sent home.
- Do not take hygiene products off of the housekeeping carts. These are for guest use only.

## Be free of the influence of drugs and alcohol at work

- Reporting to work under the influence of drugs or alcohol is grounds for termination.

## Alcohol consumption on property is prohibited

- **Employees are NOT allowed to drink on Wilderness property!** This includes the resort, housing, and waterparks regardless if you are of legal drinking age. If caught with alcohol on property, you will face a penalty.

## Job Performance & Expectations



- Follow all directions and rules given by management and perform all duties as assigned.
  - Maintain a positive attitude and be polite. Your attitude will influence your co-workers and guests.
  - If you have concerns or just need to talk, please come to HR.
  - We cannot fix a problem if we do not know about it!
  - All employees are expected to greet guests – Say, “Hello”, “Good Morning”, etc.
- Be friendly and smile ☺

## Act professionally at all times and work safely

- Remember you are representing the Wilderness and you are at work.
- Keep your actions, language, and appearance professional.

## In the event of an employee injury or illness at work, you must follow these procedures

- Immediately report all accidents, injuries, or illnesses to your supervisor. Do not wait until the following day.
- If medical attention is necessary, your supervisor will provide you with a Return to Work form. Your medical provider must complete the form after your visit.
- You are expected to complete an Employee Injury Report that your supervisor will provide to you.
- You are required to return the Return to Work form and all other documents from your appointment to the Risk Manager immediately following your visit.
- If the medical provider orders work restrictions, the Risk Manager will provide you with a light duty assignment within your restrictions.
- ***Failure to follow these procedures may result in disciplinary action including termination***

**\*IF SEEN BY MEDICAL PROFESSIONAL OFF PROPERTY, ANY NOTES OR RESTRICTIONS MUST BE REPORTED TO HUMAN RESOURCES\***



## If your contract is written as a Slide Attendant or Lifeguard, you must take the lifeguard certification class

- Upon successful completion of the course your hourly pay will increase.
  - Shallow: \$14.00
  - Deep: \$14.25
  - Wave: \$14.50
- Those who fail the course may be moved to another department or released from their contract depending on staffing.



## Cell phone usage is strictly prohibited while working



- Cell phones should be turned off and put away, unless on break.
- If you need to check your messages or place a call, you must do so during your designated break.
- It is not acceptable to use your cellphone around the waterparks or your work area during break time. Designated break areas are the appropriate places for using your mobile device.
- If caught with your cell phone while working, it will be confiscated until the end of your shift.

## Observe all traffic regulations and speed limits

- All cars must be registered and parked in designated employee parking.
- Speed limit on property is 16 kmh or 10 mph.
- If you buy a car while your stay here, please make sure that you stop by the HR to register your car. Your vehicle might be towed from the property if you do not register it.
- Watch for people on bicycles.
- Stop at all stop signs, including if you are riding a bicycle.

## Shuttle bus and boat usage

- Shuttle busses are for guest use only
- If you are working at Wilderness on the Lake you are permitted to ride the bus to and from work. You MUST be in full uniform and present the driver with your housing ID.
- If you are not scheduled to work and want to go to the Lake to collect your check or use the pools you are responsible for your own transportation.
- Summer only Wilderness has a shuttle boat. The boat is off limits to staff at all times.
- Unauthorized use of the shuttle busses or boat will result in disciplinary action.

## Loitering

- Wilderness employees must leave property immediately after your shift, unless you are waiting for a ride. When waiting, you must do so in the break room.
- Do not visit with your friends who are still working. This may result in disciplinary action.

## Lost and Found policy states as follows:

- All items found on Wilderness properties are to be turned over to your manager or given to security personnel.
- Items are defined as (but not limited to): Cash, Jewelry, Cell Phones, Clothing, and electronics.
- Anything not belonging to the hotel.
- Do not hold onto or put anything in your locker or pockets to turn it in later.
- There is a zero tolerance policy in regards to theft. You will be terminated immediately.

## Cash Handling Policy

- Prior to the start of your shift come to the Cash Office to obtain a cash bag. Each cash bag will contain a pre-set amount of cash. The employee is responsible for verifying the cash and signing the “Cash In/Out” form.
- After your shift all credit card transactions, reports, cash, etc. will be placed into the cash bag and brought to the Cash Office for counting.
- If the Cash Office is closed, count the cash in a secure area *out of the public’s view* and place in the designated safe according to department guidelines.
- If the “Shift-Out Worksheet” shows a cash over or short in the amount of \$5 or more, the following policy will be in effect:
  - Two (2) times, employee issued verbal warning.
  - Four (4) times, employee issued written warning.
  - On the fifth (5th) occasion a FINAL, written warning will be given.
  - An employee will be automatically terminated when they are over or short \$5 or more for the sixth (6th) time.



*Any over or short incidences of \$20, two (2) times OR \$40 or more will be grounds for immediate termination.*

## Counterfeit Money

When collecting money, ensure all bills are real. Below are examples of fake or counterfeit money. On the front and back of the bill it says “Copy Money” or “Play Money”, but if you are quickly looking at the bills it could easily be missed. Additionally, make sure you are using the counterfeit markers to check your bills before placing them in your till. If your workspace does not have a counterfeit pen please ask your manager or supervisor for one.



## Guest Interaction

- Providing excellent customer service is our main priority. The quality of service we provide determines the resort's success and your financial reward. A pleasant greeting, a smile, a helpful attitude and a sincere “Thank You”, are the main ingredients to providing excellent customer service. Our goal is to serve everyone as efficiently and courteously as possible. In a very direct sense, the customer or guest is our employer.
- It is best to avoid lengthy conversations or becoming too personal with guests. You should however, always be pleasant and courteous. **In no case are employees allowed to fraternize or socialize in person or through social media with resort guests, their families or their visitors.** Employees are only allowed in guest areas when they are working or are off-duty and using the amenities during approved times. However, in all cases when an off duty employee is on property he/she must conduct themselves in an appropriate and discrete manner with little to no guest contact. Employees who fraternize with guests, while on or off duty or conduct themselves in an inappropriate manner will be subject to disciplinary action up to and including termination.

## Waterparks, Fitness Centers, and Hotel Rooms

- Employees are allowed to use the water parks, fitness area, or arcade on designated days and times.
- Employee waterpark passes are good for up to 3 guests plus the employee himself/herself. You are required to be with your guests while at the Wilderness.
- Please wear appropriate swimwear. THONGS are prohibited!
- Employees are not allowed in the Timberland Playhouse or the Laser Tag Arena.
- Employees are not allowed to rent, stay, or visit a guest room at the Wilderness Resort unless authorized by management.

### Employee Swim and Fitness Room Use Schedule

\*example\*

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
Swim: 5p-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-5p Attractions/ Arcades: 11a-5p Fitness: 11a-9p	
10	11	12	13	14	15	16
Swim: 5p-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-5p Attractions/ Arcades: 11a-5p Fitness: 11a-9p	
17	18	19	20	21	22	23
	Swim: 5p-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-5p Attractions/ Arcades: 11a-5p Fitness: 11a-9p	
24	25	26	27	28	29	30
	Swim: 5p-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-9p Attractions/ Arcades: 11a-7p Fitness: 11a-9p	Swim: 9a-5p Attractions/ Arcades: 11a-5p Fitness: 11a-9p	
31						

\*\*\*Hours Subject To Change At Management's Discretion\*\*\*

- Employees and their immediate family (see handbook for details) or one guest are allowed to use the water parks and fitness center during the days/times on the calendar located by all time clocks. Please see the example above.
- Employee must receive approval from their manager on day of usage. Stop at one of the front desks or HR for an "Amenity Usage" form. This form must be signed by both you and your manager. You must take it to the Activities Desk in the New Frontier Lobby to obtain your wrist bands.
- Days/times are subject to change due to occupancy. Holidays and peak periods are NOT included in the above days or times.
- Guest wristbands or any wristband found in the resort including housing are prohibited for use by employees. You MUST follow the procedure above to use the waterparks. If caught with an unauthorized wristband you will receive disciplinary action up to termination and/or eviction.

## Connect With Wilderness

Please like us on Facebook and Instagram to keep up to date on all current events and news.

Don't forget to tag us in any photos you take while here in Wisconsin!



FACEBOOK: Wilderness Resort Dells-Work & Travel Employees



INSTAGRAM: wildernessresort\_worktravel