

THE CANYON INFORMER

INTERNATIONAL



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Welcome to Xanterra at Grand Canyon. Working at Grand Canyon National Park, Arizona can be an excellent exchange experience for you. You will have the chance to explore a natural wonder of the world, to make friends from all regions of the United States and other countries, and to gain unique and special experiences that you will remember forever!

Xanterra
SOUTH RIM, L.L.C.
at Grand Canyon National Park

WORKING AT THE GRAND CANYON

Working here is a wonderful opportunity to meet people from all over the world. It is about 2 hours away from any shopping, however. You must be prepared to live in an isolated community far away from shopping malls, theaters, and other conveniences you may be used to. There will be occasional shopping trips to Flagstaff, Las Vegas, Laughlin, and other Arizona locations. The main off-time activity, however, is hiking so bring your hiking gear and camera! The splendor of the Grand Canyon is more spectacular than you can imagine and you will want to take many pictures.

SOCIAL SECURITY CARD

Your sponsoring agency will instruct you about applying for a Social Security card. **It is extremely important that you apply for the card and obtain a receipt before arriving in the park.**

You **MUST** apply for your Social Security Card (SSC) **BEFORE** coming to the Canyon. We cannot check you into housing and you may not start working without having applied for the SSC. We recommend you visit the Flagstaff Social Security Office. This office is the most popular place to apply for the SSCs and they are familiar with the J-1 visa. Their contact information is shown to the right.

"The Grand Canyon fills me with awe. It is beyond comparison—beyond description; absolutely unparalleled throughout the wide world...."

*Theodore Roosevelt
President
of the
United States
1901-1909*

Social Security Administration – Flagstaff
2715 S. Woodlands Village Blvd.
Flagstaff, AZ 86001

Telephone Number: 1-800-772-1213
**this is a toll-free number that can only be dialed from a phone within the United States*

Office Hours
9:00 a.m. to 3:00 p.m. Mon, Tues, Thurs, & Fri
9:00 a.m. to 12:00 p.m. Wednesday
Closed on National Holidays of the USA

What Address to Use on the Application
PO Box 699
Grand Canyon, AZ 86023

HOW TO GET HERE

Plan your travel schedule to arrive at the Grand Canyon Human Resources Office on your agreement date between the hours of 8:00am and 5:00pm. You are responsible for your own travel costs and lodging prior to checking in here. Travel to Grand Canyon once inside the United States often takes a full day, so be sure to keep this in mind when planning as well.

Most people fly to Phoenix Sky Harbor (PHX) and take an Arizona Shuttle van or Greyhound bus to Flagstaff, the nearest city to Grand Canyon. If you fly into Los Angeles (LAX), you can take Greyhound Bus or Amtrak train to Flagstaff. Flagstaff is also where the Social Security Administration Office is located for you to apply for your Social Security Card. From Flagstaff, Arizona Shuttle operates daily shuttles to the Canyon. Reservations should be made in advance. For more transportation information, visit the following web sites:

Greyhound Bus: www.greyhound.com

Amtrak Train: www.amtrak.com

Arizona Shuttle: www.arizonashuttle.com

Arizona Shuttle will drop you off at Maswik Lodge, one of our hotels. A Guest Service Agent at the hotel front desk will contact the Housing Office and our van will come pick you up and bring you to Human Resources.

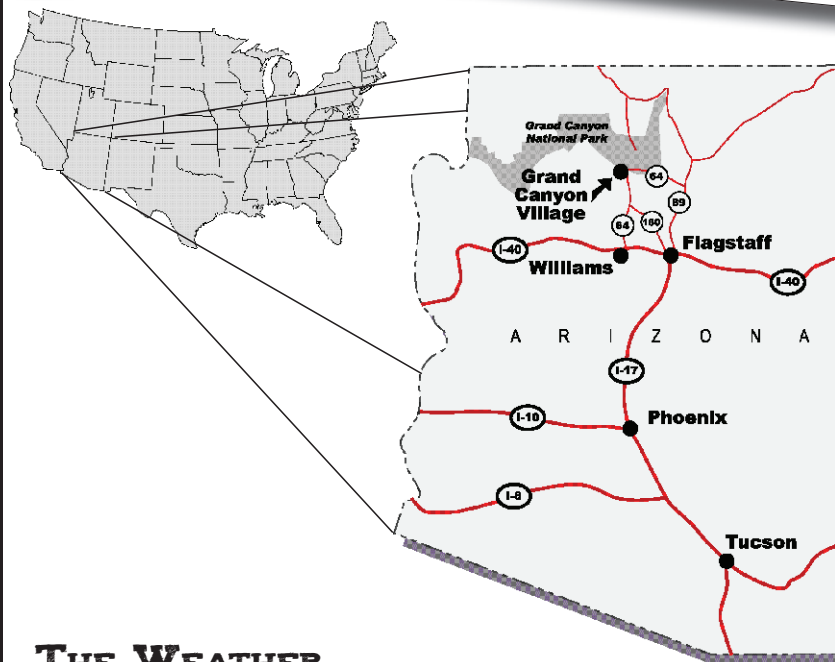
We strongly recommend you arrive on a Monday, Tuesday, or Wednesday. New employee orientation is held on Thursdays and that is the first day you will start earning money. You can arrive on a Thursday if necessary, but you should contact us in advance for approval. Do **not** arrive on a Friday, Saturday or Sunday! Do **not** arrive after 5:00pm on any other day of the week, as our office is only open Monday through Friday from 8:00am to 5:00pm. If you arrive after 5:00pm or on a Saturday or Sunday, there will be no one here to check you into Housing because offices are closed.

Take a shuttle that arrives at Grand Canyon Human Resources by 5:00pm Monday - Wednesday or you will have nowhere to stay until the office opens again.

If you will not be able to make the 5:00pm closing time on your agreement date, call our office at 1-888-224-0330 and we will try to assist you.

If you need to spend a night somewhere after arriving in the United States and before coming to the Canyon, there are hotels and hostels in Flagstaff where you may stay. If you know in advance that you need to stay at the hostel, you should make reservations. Visit the Grand Canyon International Hostel website for more information and to make arrangements:

Grand Canyon Hostel
www.grandcanyonhostel.com/GCindex.htm



THE WEATHER

It is very dry and sunny here. Our altitude is about 2400 meters (7000 feet), which means you will need sun screen to prevent sunburn. This is a high desert. You will need hand and face lotion, lip balm for dry lips, and you will need to drink at least 2 liters of water each day to keep hydrated all year. If you do not, your skin will dry and chap; you will also suffer from constipation. We see it frequently amongst the new arrivals, particularly those from other countries. Fall, Winter, and early Spring can be cold, with snow possible. Bring a warm coat and shoes if you will be here during those seasons.

GRAND CANYON VILLAGE SERVICES

The Grand Canyon businesses provide basic services.

- The General Store provides groceries, sundries, and camping supplies, and also rents camping equipment.
- Chase Bank offers full service banking including Direct Deposit and an ATM.
- The U.S. Post Office handles all your postal needs.
- The Grand Canyon Clinic provides medical services.
- There are a number of churches in the park, as well as a community library.
- Free village bus system that operates year round.

EMPLOYMENT DATES

We expect you to work through to the final date on your employment agreement in order to be considered a completion of the program. You cannot change your dates of employment once you arrive at Grand Canyon. It can also take a full day to travel between the Grand Canyon and a major airport such as Los Angeles (LAX) or Phoenix Sky Harbor (PHX). Book your flights with these things in mind.

PRE-EMPLOYMENT DRUG TESTING

Xanterra is a drug-free workplace. We require that all new employees take and pass a pre-employment drug test before being assigned housing. This test is given at the Human Resources office drug testing room when you arrive. It is extremely important that you are able to pass the pre-employment drug test or you will not be housed or employed. If you believe, for any reason, that you cannot pass a pre-employment drug test because of illegal drug use, then do not accept the Offer of Employment. Drug testing also takes place after accidents, for cause, and at random.

MINIMUM HOURS

There are no guarantees of minimum hours. Weather conditions and economic trends can affect business and hours worked can vary according to things we cannot control. You should average between 30 and 40 hours per week. Sometimes you may work less than these 30 to 40 hours and sometimes you may work more.

UNIFORMS

Your uniform for work will be provided to you upon your arrival. You will need to bring your own comfortable pair of black shoes that will be appropriate for your workplace. Note that your shoes must also enclose your entire foot. Sandals and highheels are not allowed. There is no deposit or cost involved in receiving your uniforms. You will just be expected to turn everything back in to the Uniform Center before you depart. Failure to return any portion of your uniform before you leave will result in charges.

Food and Beverage Employees: Your black shoes will need to be labeled Non-Slip or Kitchen Safe with no heel. These can be purchased upon arrival. Both Walmart and Payless Shoe Store in Flagstaff sell these. You will also need black socks.



EMPLOYEE HOUSING & MEAL PLAN

Xanterra provides employees housing inside the park and within walking distance of all work areas. Housing is dormitory style and shared with one or two other persons. The cost is \$16.80 per week which is automatically deducted from your paycheck. The rooms are furnished and all bedding is provided (except a pillow, which can be purchased from our Housing Office for \$5.00). We have a few rooms for mixed-gender roommates but there is no guarantee they will be immediately available.

Free WiFi signal is available at the Rec Center. There are also computers available for use at the Rec Center for a fee. All employees have access to washing machines and clothes dryers for laundry. Verizon Wireless cell phones have the strongest signal in our area.

The employee meal plan is pay-as-you-eat. We offer an employee cafeteria where we sell meals at a very low cost. We also offer a 50% discount on all meals purchased in the public cafeterias. If you buy 3 meals a day at the cafeterias, you will spend probably \$8.00 to \$12.00 per day for food. There is also a grocery store here in the village and you may have food in your room. Although there are no kitchens for you to cook in, you may use a dormitory microwave (available in the common areas), or you may choose to have a slow-cooking pot or rice cooker in your room because it does not have an exposed heating element. No cooking on hot plates in dorm rooms or cabins due to fire danger! We recommend that you bring \$150.00-\$175.00 with you to cover your expenses until you receive your first paycheck. Working and living at Grand Canyon National Park is very low-cost with no “up-front” expenses.

SECOND JOB

A few people will be able to get a second job with another company here in the park. Most will not. It is nothing that we can arrange for you. If you are interested in a second job, you will have to go find it! If you want extra hours in another department besides your own, you will have to go speak with the other managers and ask if they have hours that you can work. Take your schedule. Again, we are not involved with you getting a second job or extra hours—you have to do that yourself.





OFF-DUTY RECREATION

With Grand Canyon as your temporary home, you will find unlimited amounts of outdoor recreation. A community recreation center also offers an excellent weight and fitness center, aerobics, yoga, internet access/computer lab, video rentals, big screen TV, sports leagues including coed softball, and a snack bar to refresh yourself after all this fun.

HOUSING RULES

There are some rules that are strictly enforced including certain “quiet hours.” From 10:00pm until 8:00am, you are expected to be quiet, and loud music and noise has to be controlled even during the day. Your neighbors do not want to hear your music or party! If you have people visiting in your room during quiet hours and you make too much noise, you will be visited by Security Officers and possibly National Park Service Law Enforcement. **To drink alcoholic beverages in this country, you must be 21 years old.** Park Service will issue citations if there is underage drinking and also to those supplying alcohol to minors. It is very serious and we want you to understand the rules so you do not get into trouble.

We do want you to have a good time while here, but parties in the dorms must end early.

MAILING ADDRESS

You may be able to get a post office box when you arrive at Grand Canyon. Until then, your mailing address will be:

Your name
General Delivery
Grand Canyon, AZ 86023
USA

Packages and letters sent to this address will remain at the local post office for you to pick-up for 30 days. If you do not pick it up in 30 days it will get sent back.

We will accept urgent faxes for you at our Human Resources Office. The fax number is 928-638-0143. There is also UPS and Federal Express service available at Grand Canyon. Your address for both services is:

Your name, Arrival Date
10 Albright Ave.
Grand Canyon, AZ 86023
USA

WHAT TO BRING

You can travel light coming here because most items are provided for you. We recommend, however, that you bring the following:

- An extra \$150.00-\$200.00 is recommended for expenses until you receive your first paycheck.
- Cold and warm weather clothing. Weather can be unpredictable at times. Generally, Summers are very warm and afternoon monsoon rains can occur regularly. Winter is usually very cold. Autumn and Spring can vary widely, as it may snow one day and be sunny and warm the next.
- Alarm clock, preferably battery or windup.
- Camera.
- Appropriate footwear. Most positions involve long hours on your feet, so bring comfortable sturdy shoes. Black shoes are appropriate for all positions and must completely enclose the foot. *Food and Beverage Employees:* Slip-Resistant/Kitchen Safe black shoes and black socks/stockings are required within 2 weeks of arrival. These can be purchased in Flagstaff at Walmart and Payless Shoes. Fabric shoes are not acceptable.
- Bring hand cream and skin moisturizer! This is a very dry climate and you will notice your skin becoming very dry. You might want hair conditioner too.
- Bring something to prevent an upset stomach! You will need time to adjust to different foods. You should bring whatever you would normally use to calm an upset stomach.
- Optional: flashlight, stereo with headphones, and a laptop.

QUESTIONS

If you have questions about your Offer of Employment or any other questions about your move to Grand Canyon, contact us in the Human Resources Office at 928-638-2812, Monday-Friday from 8:00am to 12-noon and 1:00pm to 5:00pm Mountain Standard Time. You may also e-mail us at gscrjobs@xanterra.com.

Also, let us know your exact travel arrangements when you have them and if you have someone with whom you would like to share a room. Include your Student ID number and the name of your sponsoring agency when you correspond with us. Be aware, sending e-mails to other countries is sometimes difficult as security features can sometimes block them. You can increase your chances of getting a response by using a free hotmail.com or yahoo.com account, such as those that we use in the United States.

DON'T FORGET!

Call your family during your trip and as soon as you arrive here so they will not worry about you.