

# Is Working at Cherry Hill for you?

Thank you for your interest in working at Cherry Hill for the 2023 season. We are excited to meet with you and discuss your qualifications for the position which you have applied! Before you interview with one of our supervisors, we would ask that you please read the following information **in its entirety** so that you gain a clear understanding of what Cherry Hill requires from all our team members if you are hired.

Cherry Hill is currently hiring seasonal positions.

We cannot guarantee anyone a set number of hours, and hours will vary from week to week.

## **All employees we hire must:**

- Be at least 15 years of age or older before the Summer 2023
- Agree to comply with all safety, presentation, efficiency, and courtesy standards (stated below)
- Agree to work for the entire 2023 season (specific date range subject to department and supervisor needs, employment with Cherry Hill is on an at-will basis and may be terminated voluntarily or involuntarily at any time)

As a team member at Cherry Hill you would be able to participate in the many benefits that our employees receive, while helping to provide the finest wholesome recreation atmosphere in Utah. Working at Cherry Hill provides our employees with a wonderful opportunity to make new friends, gain valuable work experience, earn money, and have fun.

We are dedicated to hiring the right personnel of the highest quality. With the right personnel, equipment, and facility, we are able to provide excellence in treating our guests with the highest standards of customer service and guest engagement. We want each of our guests to have an excellent customer service experience each time they come to our facility. All our employees will be expected to engage, smile, and exceed guests' expectations by adhering to the following standards.

## **Safety**

- **Cell phones and ALL other smart devices** (Including watches, tablets, laptops, headphones, etc.) are **NOT PERMITTED** at any time while you are at work. They must be **TURNED OFF** and stowed in a designated area at each location. **Employees that do not adhere to this policy will be subject to disciplinary action and possible termination.**
- You are expected to maintain posted and implied safety standards in all locations that you work, including treating the safety of our guests, team members, and yourself with the utmost priority.
- When you have concerns about something, we want you to feel free to tell us, and know that we will listen. We are committed to open communication and expect you to participate in seeking improvements that result in better guest care and more efficient ways of doing things.

## **Efficiency**

- You are expected to understand and effectively use all customer service techniques explained in your training meetings and during your training period.
- You should have a general understanding of basic computer operation and functions.
- You will be required to quickly assist large crowds of people and maintain a pleasant demeanor while showing excellent customer service to each guest.

## **Presentation**

- You are required to wear the proper uniform to every shift. Your Cherry Hill shirt/Lifeguard tank top and nametag must be worn at all times you are clocked in.
- Please show up for each shift showered, groomed, and presentable. You must look professional and be tactful.
- Body piercings and visible tattoos are not permitted while working at Cherry Hill. Females are permitted one conservative style earring per ear.
- Visiting with friends and family is highly discouraged and any doing so will be asked to leave by supervisors and team heads if they linger for more than 5 minutes.
- Have an attitude of cleanliness, don't expect other people to pick up that piece of trash you just walked past or clean your areas, be proactive in all situations.

## **Courtesy**

- Smile, and engage all our guests with proper customer service techniques.
- Be able to answer our guest's questions and resolve any concerns.
- Have a knowledge of the park and where points of interest are located for lost guests.

Our team members are sincere, positive, and truly care about their work and want to do it as seriously and professionally as possible. A job at Cherry Hill will provide you valuable work experience and give you the opportunity to work and make new friends. Thank you for your interest in working with us this summer!