



Greenheart

Work and Travel Program - Employer Information W_T-Summer - 2020

DE North DBA MN Sportservice-Target Field, Minneapolis, MN
October 14, 2019

Employer Information

Company Name: DE North DBA MN Sportservice-Target Field

of Employees: 1200

Industry Name: Arena/Stadium

Primary Address: 1 Twins Way Suite 100
Minneapolis, MN 55403

Website: delawarenorth.com

Phone Number: 612-659-3968

Fax Number: 612-659-4021

Email Address: KMcCullough@delawarenorth.com

Status: Employer Review

Contact Name: Katie McCullough

Contact Title: HR Manager

Alternate Contact: Annie Parish

Alternate Title: HR Assistant

Alternate Phone: 612-659-3968

Hiring Manager Email: kpeters@greenheart.org

Participant Supervisor

Email: KMcCullough@delawarenorth.com

FEIN: 26-2006219

**Workers
Comp**

Policy #: WC 013778766

Carrier: New Hampshire Insurance
Company

Available Jobs: Descriptions and Wages

Will you accept participants with all start and end dates?

Yes:

No:

Earliest Start Date:

Latest Start Date:

Earliest End Date:

Latest End Date:

#Students:

Greenheart Exchange

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Tel: 312.944.2544 | Fax: 312-577-0692 | Website: www.greenheart.org | Email: employer@greenheart.org

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5/1/2020

7/4/2020

8/25/2020

10/15/2020

200

Hours: Average hours/week: 32

Average number of 4-7 days/week:

Pay Range: High: \$13.68/per hour

Low: \$11.00/per hour

Overtime: Overtime available: Sometimes

Overtime hourly rate: 1.5 times regular rate

Meals: Are Meals Provided?: Yes

Explain: Employer provides all employees with a coupon valued at \$6 during each shift. This coupon can be used towards food items sold in the ballpark such as one of the following options: Hot dog, Brat, Soup, Fries, Pretzel or Nachos. Participants can use more than one coupon during a single purchase. Participants can also purchase additional coupons valued at \$10 for only \$5, to be used at the ballpark.

English: Level requirement: Great

In what month(s) can participants expect to receive the most hours? June, August

In what month(s) can participants expect to receive the least hours? June, August

Please Explain: Target Field is the home of the Minnesota Twins (professional baseball team). Participants will be receiving more hours during the heart of the baseball season in June and August. July may bring lower hours per week due to fewer home games

Participants will work according to the Minnesota Twins Baseball schedule. This means participants will be working about 3-7 days in a row, then having 4-6 days off. Participants are encouraged to plan their travel and second job schedules around the baseball schedule. Participants will usually ONLY be scheduled for hours when a home game is played. While the number of hours per week will vary greatly, participants will still work at least 32 hours per week on average over the duration of their program.

Participants MUST plan their arrival date according to the schedule, as to avoid delays in onboarding and beginning work.

The complete game schedule can be online.

How often do you pay employees?

Weekly

Is job training required?

Yes No

If yes, how long is it?

About 8 hours

Are participants paid for training?

Yes No

Greenheart Exchange

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Are you willing to hire couples?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Are you willing to hire groups of friends?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, how many are allowed in the group?	4	
Can participants work a second job?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Do participants complete an additional application form upon arrival?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

This position will provide you the opportunity to interact with American co-workers, customers, or members of your local community. Remember, it's up to you to make the most of your program!

Job Type: Food Service Worker

Job Description: Under the direction of the Stand Manager or Level Supervisor, Concession Stand Attendants serve food and beverage concessions to guests in accordance with the Company's GuestPath Universal Service Standards and applicable Operational Standards.

Food & Beverage Service duties

- Greets guests approaching stand
- Serves food and beverage items in correct proportions, following proper sanitation guidelines
- Serves alcoholic beverages responsibly, requests identification, adheres to all unit and company alcohol service policies and procedures. Participants over 18 years of age may legally sell alcohol in Minnesota.
- Disposes of all waste
- Participates in set-up of stand, arranges inventory, notifies Stand Lead of any inventory deficiency or shortages
- Performs clean-up duties in the stand to maintain the quality appearance of the work area, including cleaning equipment and using chemicals
- Prepares food products in stand according to Company standards and specifications
- Shows flexibility by rotating to other stands when necessary

Cashier duties:

- Properly records all transactions via the point of sale system and informs guests of the amounts owed
- Collects the proper money for food and beverage items
- Accounts for all transactions and maintains accurate cash count and balance banks at end of shift

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent guest service skills
- Ability to complete required pre-employment sanitation and alcohol service training
- Basic math skills and the ability to accurately account for cash and inventory.
- Effective communication skills
- Ability to work effectively with others
- Ability to work in fast-paced environment

PHYSICAL REQUIREMENTS:

- Constant standing, walking, bending, and reaching
- Ability to stand for entire shift
- Ability to lift up to 50 pounds
- May be exposed to variable temperatures
- May be required to work in confined spaces

THIS IS A UNION JOB.

Internal Job Type: Concession Stand Attendant

Greenheart Exchange

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No Students being hired: 150

Age requirement: None

Wage: 12.05/per hour

Details:

Dress Code: Uniform

The uniform consists of a shirt, provided on a "buy-back" system. Participants should expect to pay \$30-40 for uniform costs. Depending on condition of uniform upon being returned, employer will refund payment at all or partial amount paid by participants. The refund will be included in the final paycheck if participant returns the uniform shirt. Participant needs to provide their own plain white t-shirt, black pants, and black or white, rubber-soled, closed-toe shoes. No jeans. Knee-length black shorts are allowed.

Jewelry should be minimal with no more than two earrings per ear, no other piercings are allowed.

Employer also requires all hair and nail color to be neutral and natural colors.

Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Food Service Worker

Job Description:

DE North DBA MN Sportservice-Target Field, Minneapolis, MN

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Under the direction of the supervisor, Culinary Service Workers/Cooks prepare and serve hot and cold food items to stadium guests.

Primary job duties:

- Prepares food to specifications before and during unit operations
- Properly measures and portions all food items
- Complies with all portion sizes, quality standards, department rules, policies, and procedures
- Cooks all food to proper specifications in a timely manner
- Utilizes basic kitchen equipment such as knives, whips, pots, pans, warmers, steamers, grills, ovens to prepare food items
- Ensures proper food temperatures are maintained and food is stored correctly
- Ensures freshness and quality of all menu items
- Packages all products to proper specifications
- Performs opening, closing, and side work duties as instructed and according proper guidelines
- Keeps workstation and equipment clean, organized, sanitized, and sufficiently stocked
- Follows and upholds all health codes and sanitation regulations
- Sets up and operates kitchen equipment
- Uses waste control guidelines and records all waste on spoilage sheet
- Completes end of day inventory and other opening/closing duties in accordance with company checklists and procedures

EDUCATION & EXPERIENCE:

- Participation or enrollment in culinary program a plus
- Minimum of 6 months to 1 year previous experience in back-of-the-house or other food service position is preferred

KNOWLEDGE, SKILLS & ABILITIES:

- Ability to read and understand recipes and food abbreviations.
- Pleasant and friendly; ability to adhere to GuestPath's Universal Service Standards
- Ability to communicate with others
- Ability to work in a fast-paced environment.
- Attentive and detailed oriented.
- Basic math skills; ability to understand, calculate and follow recipe measurements

THIS IS A NON-UNION JOB

Internal Job Type: Culinary Service Worker/Cook

No Students being hired: 25

Age requirement: None

Wage: 11.00/per hour

Details:

Dress Code: Uniform

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Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

Job Type: Food Service Worker

Job Description:

DE North DBA MN Sportservice-Target Field, Minneapolis, MN

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Warehouse Porters assist the Warehouse Managers and Supervisors in maintaining inventory and delivering product orders to various outlets. Participants are also able to work as Concession Attendants at \$12.05 per hour to have more interactions with customers. Warehouse is located onsite at the stadium and participants will be interacting with team members and customers daily in this position. Participants may be using cleaning chemicals.

Primary duties:

- Delivers food, beverages, and other products throughout the stadium, in an efficient and timely manner
- Stocks product in warehouse and ensures that inventory levels of supplies are maintained
- Reports all needed warehouse repairs to the supervisor
- Keeps work area and equipment neat and clean
- Performs other duties as assigned
- Cleans food & beverage outlets as assigned.
- Empties trash containers and delivers trash to appropriate dumpsters if needed

KNOWLEDGE, SKILLS & ABILITIES:

- Must be pleasant and courteous
- Ability to work in a fast paced environment.
- Ability to work cooperatively with others
- Ability to read and interpret delivery forms and purchase orders
- Basic math skills for counting inventory
- Ability to follow job procedures and supervisor instructions

PHYSICAL REQUIREMENTS:

- Ability to pull heavy carts of stock throughout ballpark
- Frequent standing, walking, bending, stooping, lifting, and reaching, during entire length of shift

ENVIRONMENTAL WORKING CONDITIONS:

- Noise level may be moderate to high
- Exposed to outdoors and variable temperatures, including extreme hot and cold depending on the season

Concession Duties:

- Greets guests approaching stand
- Serves food and beverage items in correct proportions
- Serves alcoholic beverages responsibly, requests identification, and adheres to all unit and company alcohol service policies and procedures

THIS IS A UNION JOB.

Internal Job Type: Warehouse Porter

No Students being hired: 25

Age requirement: None

Wage: 13.68/per hour

Details:

Dress Code: Uniform

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Requirements:

Non-smoker:

Lifeguard Certified:

Ski:

CPR Certified:

Swimmer:

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Job Benefits (bonuses, incentives):

- Meal coupons, outlined in meal section.
- Volunteer opportunities scheduled by the employer.
- Opportunity to experience a real American pastime - baseball!

Is there a Social Security Admin office near you: Yes

Are you willing to take student to the SSA office?: No

SSA office details:

1811 Chicago Avenue
Minneapolis, MN 55404
800-772-1213

MON: 09:00 AM - 04:00 PM
TUES: 09:00 AM - 04:00 PM
WED: 09:00 AM - 12:00 PM
THUR: 09:00 AM - 04:00 PM
FRI: 09:00 AM - 04:00 PM
SAT & SUN: CLOSED

The closest SSA office is located 2.2 miles from Target Field. Participants will need to arrange transportation to and from the office. There are several public transit options, depending on the participant's housing location. Public transportation is operated by Metro Transit: <https://www.metrotransit.org/>.

From Target Field, participants can take Route 5 - Local Bus Route, Southbound from the 10th Street stop to the Chicago Avenue/ 18th Street SE stop, which will take about 20 minutes total. Bus fares are between \$2 and \$2.50 each way. <https://goo.gl/maps/LTbMJrQo2Kz>

Taxi cab services are also available. Participants should be expecting to pay \$10-20 for round trip to and from office. Yellow Cab Minneapolis: 612-644-6569

Participant Requirements

What are the 3 most important qualities you look for in an employee:

Excellent guest service skills, reliable, team player

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Please list any special instructions or hiring restrictions by your company (if any):

All job offers are contingent upon the results of a background check and drug screen. This will be completed upon arrival of the participant to the ballpark. Drug screens are paid for by employer. Employer will provide instructions on where the facility is, and how to get there. Participants will need to bring a picture ID and a form to complete the drug screen. More information will be provided upon arrival. The facility is located a few blocks away from the ballpark.

Participants are able to work various job duties in order to reach 32 hours per week. Participants may be scheduled to work shifts at other events hosted at the ballpark, such as concerts. Participants need to have a flexible schedule and accept all scheduled shifts in order to reach the 32 hour average. Participants may also have the opportunity to travel to other ballparks in Chicago, Milwaukee, or Green Bay. More information about this opportunity is provided in the Additional Comments section. Participants are expected to be able to handle pork and alcohol products.

Some job positions are union jobs with fees deducted from the paycheck. See additional comments for more information about union benefits.

Are you interested in being a Greenheart Employer?

Yes

No

This business has elected to be a member of CCI's Greenheart Club. We encourage all participants placed here to join the Greenheart Club, as well. This can be done via the CCI online application system. You may be expected to participate in an environmental initiative or event, while employed by this business. Don't worry, it will be fun!

[Login](#)

Housing Options

You do NOT provide housing

Sex:

What is the typical MONTHLY RANGE that an individual pays for housing in your area?

\$475 - 600

Do you provide temporary housing upon the student's arrival? No

If so, what is the maximum amount of time students can stay there? Not Applicable

Please indicate assistance to locate housing (including websites, references, etc.):

DE North DBA MN Sportservice-Target Field, Minneapolis, MN

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Housing Name: East Village Apartments/Aeon Properties
Address: 1423 11th Ave S
Email Address:
Phone Number: 612-339-5700

Contact Name:
City, State, Zip: Minneapolis, MN 55404
Website: <https://www.aeonmn.org/properties/east-village/>
Notes:

East Village provides a mix of 180 affordable and market rate rental homes. Participants have lived in this apartment complex in the past. 2 to 4 bedroom units are available. 2 bedroom units are \$996 per month per apartment. A washer, dryer, and dishwasher are included in each unit.

Number of beds available:
Apartment vacancy varies.
Typically about 28 units are available between the 49 properties

This information was verified on 10/4/2018

It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure that the housing is confirmed.

More permanent housing leads to be provided upon hiring. Participants are encouraged to contact the employer to match with other participants as roommates. Participants are also encouraged to use local housing websites to find subleases from University of Minnesota students and to look for housing within the network of public transit:
<https://www.metrotransit.org/>
Additional leads will be provided upon hiring.

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Housing Name: GrandMarc Seven Corners Student Housing **Contact Name:**

Address: 1849 Washington Ave South **City, State, Zip:** Minneapolis, MN 55454

Email Address: GrandMarcSevenCorners@american campus.com **Website:** Website below

Phone Number: **Notes:** <https://www.americancampus.com/student-apartments/mn/minneapolis/grand-marc-seven-corners/floor-plans>

Participants have lived in this apartment complex in the past. These are fully furnished apartments featuring 2 to 4 bedroom options. 2 bedroom, 2 bathroom furnished option rent begins at \$499 per person per month

Number of beds available:
Apartment vacancy varies. Typically about 20 two-bedroom units are available.
This information was verified on 10/4/2018
It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure that the housing is confirmed. Additional housing leads will be provided upon hiring.

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Housing Name: Minneapolis International Hostel **Contact Name:**
Address: 2400 Stevens Avenue South **City, State, Zip:** Minneapolis, MN 55404
Email Address: reservations@minneapolisishostel.com **Website:** http://www.minneapolisishostel.com/
Phone Number: 612-522-5000 **Notes:**

Participants can stay at the Minneapolis International Hostel for a short or long term during their program. Participants can visit the website for room sizes and rates and email the hostel to make a reservation or for more information.

Number of beds available:
Typically at least 20 beds are available each night
This information was verified on 10/4/2018
It is the participant's responsibility to verify and reserve housing as soon as possible, to ensure that the housing is confirmed.
Additional housing leads will be provided upon hiring.

Participant Travel to Business

Participant should contact you: Upon boarding: Upon arrival:
Employer's Emergency phone number: 612-659-3999
HR Department

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PLANE

(Participants should book tickets directly through an airline or travel agent.)

Arrival to (city, airport): Minneapolis, MN (MSP)

Preferred Arrival Time: Morning

Will participant be picked up from the airport? Yes No

If so, by who? Not Applicable

How far from the airport is your place of business? 15 miles

Special instructions/comments regarding participant's arrival:

If participants arrive during normal business hours (9AM-5PM, Monday through Friday), participants should go directly to the ballpark from the airport. There is a light rail train that will bring the participants to Target Field. Participants should contact the employer prior to boarding the train so that the employer is aware of the participant's arrival. Participants also need to supply the employer (KMcCullough@delawarenorth.com) with a complete flight itinerary 2 weeks prior to arrival, or risk cancellation of their placement. The employer needs this information to schedule orientation and training times.

Participants can use the link below for more information about the train line, and map. Cost of a one-way ticket is roughly \$5.00 per person.

<http://www.metrotransit.org/metro-blue-line>

Train service is available 24 hours a day directly from the MSP airport Terminal 1 or 2 at the Transit Station. The Transit Station is located on the east side of the Blue and Red parking ramps. To reach the Transit Station, follow the Ground Transportation signs to the lower level, then take the tram. To board trains, participants can take the escalator down one level from the tram level and purchase a rail ticket at the ticket machine. Participants should then continue down another escalator to the METRO platform. Once on the train, participants can ride the Blue Line NORTHBOUND to the very last stop, Target Field Station Platform 1.

If participants are not able to arrive to the ballpark during normal business hours (9AM-5PM), participants should go to their prearranged housing and report to the ballpark the following day. Participants are encouraged to research the directions to their housing in advance, in case participants are unable to connect to WiFi upon arrival to the airport. The employer is willing to assist participants in planning their transportation to their housing. Taxi service at Terminal1 is accessible via the Tram Level (Level T). Signs direct participants one level up to the taxi starter booth, where airport staff will assist participants in obtaining a taxi. At Terminal2, taxi service is available at the Ground Transport Center, located on the ground level of the Purple Ramp directly across from the terminal building.

Community Profile

This information will help students to know what to expect upon their arrival and help them prepare for their Work and Travel experience.

How would you describe your area? Large City Not Applicable

Please provide a brief description of your community:

Greenheart Exchange

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Minneapolis is the largest city in the state of Minnesota. With a population of over 400,000, there are many attractions including the Mississippi River, Mall of America (one of the biggest malls in the world), a sky-way system that stretches over 5 miles and lots of recreational and cultural attractions.

Minneapolis forms the "Twin Cities" with the neighboring state capital of St. Paul. Bisected by the Mississippi River, it's known for its beautiful parks and lakes. Minneapolis is also home to many cultural landmarks like the Walker Art Center, a contemporary art museum, and the adjacent Minneapolis Sculpture Garden, famed for Claes Oldenburg's "Spoonbridge and Cherry" sculpture.

Is there anything special that students should bring?

Participants should bring a nice pair of shoes with comfortable soles, swimwear for trips to the many lakes, active wear, clothes for warm days and cooler nights.

What are the seasonal temperatures?

Spring: 35 - 60 F

Summer: 70 - 95 F

Fall: 45 - 65 F

Winter: 5 - 30 F

What is near work?

Transportation Depot:	✓	On foot		In town / by public transport		Requires a car	N/A
Food/Super Market:	✓	On foot		In town / by public transport		Requires a car	N/A
Shopping Mall:		On foot	✓	In town / by public transport		Requires a car	N/A
Post Office:	✓	On foot		In town / by public transport		Requires a car	N/A
Bank:	✓	On foot		In town / by public transport		Requires a car	N/A
Public Library:	✓	On foot		In town / by public transport		Requires a car	N/A
Movie Theater:	✓	On foot		In town / by public transport		Requires a car	N/A
Restaurants:	✓	On foot		In town / by public transport		Requires a car	N/A
Fitness Center/Gym:	✓	On foot		In town / by public transport		Requires a car	N/A
Sports/Recreation Facility:	✓	On foot		In town / by public transport		Requires a car	N/A
Nightlife:	✓	On foot		In town / by public transport		Requires a car	N/A
Laundromat:	✓	On foot		In town / by public transport		Requires a car	N/A
Internet Access:	✓	On foot		In town / by public transport		Requires a car	N/A

Indicate other nearby activities:

Greenheart Exchange

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Minneapolis and the surrounding areas have many museums, parks, professional sport venues, amusement park, restaurants, shopping, lakes and nature ares, and running and cycling trails nearby for participants to enjoy.

Today, often referred to as the “Great Minnesota Get-Together,” the annual Minnesota State Fair is one of the most popular tourist destinations in the region. The fair attracts nearly 2 million guests annually. This end-of-summer tradition is always held the 12 days leading up to and through Labor Day. The 2019 Minnesota State Fair runs August 22 - September 2.

Minneapolis and the surrounding suburbs are easily accessible by public transportation. There are buses, taxi cabs, and light rail train lines. Most local fares are \$2.00 per ride. Transportation is operated by Metro Transit:
<https://www.metrotransit.org/>

List of interesting area websites:

<http://www.ci.minneapolis.mn.us/>
<http://en.wikipedia.org/wiki/Minneapolis>
<http://www.minneapolis.org/>
<http://visit-twincities.com/>
https://content.mlb.com/documents/6/1/4/291431614/2019_Printable_Schedule.pdf
<https://www.mlb.com/twins>
<http://www.mnstatefair.org/>
https://www.tripadvisor.com/Attractions-g43323-Activities-Minneapolis_Minnesota.html
<https://www.delawarenorth.com/venues/target-field-mlb-minnesota-twins>

Is there wireless internet available?

Wireless internet is available in many restaurants, coffee shops, and libraries.

Minneapolis Central Library is located within walking distance to the ballpark and offers free wireless when the library is open.

300 Nicollet Mall
Minneapolis, MN 55401
(612) 543-8000
<https://www.hclib.org/about/locations/minneapolis-central>

Monday 9AM–9PM
Tuesday 9AM–9PM
Wednesday 9AM–9PM
Thursday 9AM–9PM
Friday 9AM–5PM
Saturday 9AM–5PM
Sunday 12–5PM

Additional Comments:

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Some of the job positions listed are union jobs, and participants working in those positions will have union fees deducted from their paychecks at the rate of \$3 per shift. The job description indicates whether it is a union job or not. The \$30-40 uniform cost will be deducted from the paychecks as well, but the hourly wage breakdown will never be below minimum wage. A detailed union contract will be presented to those working in union jobs, but some of the benefits include:

- Participants shall not be scheduled to work less than 4 hours per scheduled event or shift. Participants who are scheduled to work an event or shift and subsequently determined by management they are not needed will be paid for 4 hours of work. One example of why this may occur is in the event of rain when a baseball game is cancelled.
- Each participant who works seven days in a row in a two-week pay period will receive the overtime rate for all work performed on the seventh day, in lieu of all other compensation for that day.
- Rest and meal period guarantees
- Participants shall be given a 25% discount on all novelty merchandise purchases available a minimum of 3 times per year at the store which will open on a non-event day or in the warehouse.

Participants may have the opportunity to work shifts at other events hosted at the ballpark, such as concerts. Participants need to have a flexible schedule and accept all scheduled shifts in order to reach the 32 hour average. Participants may also have the opportunity to travel to other ballparks in Chicago, Milwaukee, or Green Bay. DE North also manages concessions for ballparks in these cities and participants are able to travel to help staff these ballparks when necessary. In the event of these travel opportunities, participants will be able to sign up for the trips they are interested in taking. Participants will be paid for the bus travel at a rate of \$11.25 per hour. All trips are day trips and participants will not need to spend the night. Participants will work in their same job position during the trip, perform the same job duties, and earn the same wage as they do at Target Field. A DE North Target Field staff member will accompany all trips and Greenheart Exchange will be notified in advance with a list of all participants who will participate in a trip. Participants must complete a Self-Arranged Job Offer in advance to participate in these trips. These trips are optional and will not count towards reaching the average of 32 hours per week.

For additional cultural opportunities participants are recommended to join the Greenheart Club: <https://greenheartclub.org>. Through the Greenheart Club participants can connect with each other, ask questions, find volunteer opportunities, take courses, and access various resources. Participants can access the Greenheart Club through their Greenheart Exchange Online account: <https://geo.greenheart.org/> - find a link in the lower right corner of their home page. Additionally, participants can check-out Visit The USA website: <https://www.visittheusa.com>.

Participants whose employment is terminated (involuntary or voluntarily), will have 2 weeks from the time that they end their position to secure permanent housing that complies with Greenheart Exchange's Housing Guidelines and submit a Self-Arranged Job Offer (SAJO) to Greenheart Exchange for consideration. Participant's failure to submit a SAJO within a two-week timeframe will result in shortening the participant's program sponsorship. If Greenheart Exchange rejects SAJO, the participant has 1 business day to resubmit SAJO in accordance with instructions received from Greenheart Exchange. Information about prohibited jobs for J-1 SWT program participants can be found here: <https://www.cci-exchange.com/businesses/work-travel-program/j-1-visa-regulations/>.

Please feel free to attach any other additional information.

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