



## NHG at Hyannis Harbor Hotel - Housekeeper

### HOST INFORMATION

#### Company Description:

The **Hyannis Harbor Hotel** is located on the Hyannis Harbor waterfront. It is very close to Harborfront Village, Ocean Street and Main Street Hyannis which all offer many

- **beaches**
- **entertainment**
- **great restaurants**

Explore American History by visiting the John F. Kennedy Hyannis Museum or attend one of the many outdoor concerts held in the Cape Cod Melody Tent. Don't forget to take a short ferry ride to Nantucket and Martha's Vineyard (below) to see all the restaurants, beaches, and shopping they have to offer!

The hotel offers all employees opportunities to participate in **company-paid employee social events**, and gives them the potential to win:

- **awards**
- **incentives**
- **raffle prizes**

Hyannis also offers an abundance of summer activities such as

- **harbor cruises**
- **whale watches**
- **parasailing**
- **local collegiate baseball games**
- **jet skiing**

**Host Website:** <https://www.hyannisharborhotel.com/>

**Site of Activity:** NHG at Hyannis Harbor Hotel

**Parent Account Name:** Newport Hotel Group

**Host Address:** 213 Ocean Street Hyannis , Massachusetts , 02601

**Nearest Major City:** Boston , Massachusetts , Over 50 miles away

### PLACEMENT INFORMATION

#### Job Description:

Housekeepers thoroughly clean all guest rooms, hallways, lobbies, restrooms, elevators, stairways, function space, pool area, spa, recreational areas and other public areas which may consist of but is not limited to the following: replacing linen and terry, replenishing guest amenities, emptying wastebaskets, dusting, mopping and vacuuming, cleaning windows, washing and folding laundry, replacing guest supplies, and keeping storage areas and carts stocked and organized.

Housekeepers work in four different positions. Employees do not choose what position they are working within housekeeping. It will be

based on business and staffing needs. Employees must be flexible to work in any one of these positions:

Laundry Attendant  
Room Attendant  
Housekeeping Attendant  
Houseperson

Employees must be capable of performing the following tasks:

Lift/carry 50 pounds when necessary  
Push a fully loaded cart weighing approximately 150 pounds  
Work frequently on hands and knees  
Move large furniture such as a couch or mattress  
Climb up and down stairs while carrying items  
Perform squatting and bending motions while cleaning areas  
Follow written and oral instructions in English

**Typical Schedule:**

Work schedule is at least 5 days/week with shifts varying by day & work days varying by week to include Sat & Sun. No set schedules & employees must be available to work nights, weekends & holidays.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$15

**Eligible for Tips:** Yes

Tips may be given at the discretion of the guests but are not guaranteed.

**Estimated weekly wages including tips:** \$525

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 35

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

Weekly wages vary based on business demands, weather & economic circumstances. Typically more hours are available during July/August. Additional hours available if willing to cross train in other jobs

**Average number of hours per week reached by last year's seasonal employees:** 40

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Incentives are available to recognize high level of cleanliness as well as when productivity goals are met.

## JOB REQUIREMENTS

### English Level required:



Upper-Intermediate

**Required to be 21+:** No

**Previous Experience required:** No

### Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Housekeepers will be required to walk & stand for long periods of time along with frequent bending & twisting. In addition, pushing or pulling a linen cart (up to 150 pounds), and lifting up to 50 pounds on a daily basis.

Standing for entire shift

Handling cleaning chemicals

**Job Training required:** Yes

Length of job training:

Varies based on individual's experience

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: Yes

Tuesday

Friday

Training requirements:

**Need to wear uniform:** Yes

Uniform Policy:

Employees must purchase and wear khaki pants, brown belt, white socks, and white closed toed, closed heeled sneakers with no logo. Employees will be provided with a uniform shirt at no cost to them.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

Washing uniform after use, regular bathing & using deodorant are necessary. No visible tattoos, facial piercings or ear cuffs. One conservative styled, small earring is acceptable in each earlobe. Moderate cosmetics & clean/trimmed fingernails. Hair needs to be a natural color (no pink, etc.) neat/clean & pulled away from face & eyes. No overbearing perfumes/colognes. Men need to have a neat, trimmed, clean shaven appearance & hair trimmed above the collar. Beards need to be kept neat & trimmed.

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

Company Parties, Potlucks or Dinners, Trips to Nearby/Major Attractions

### **Additional Details about Cultural Offerings:**

Events & meetings throughout the season with free prizes, gifts & great food. Employee outings include Boat Tours, Baseball Games, & Museums.

### **Local Cultural Offering:**

Over 100 miles of beaches with opportunities for surfing, snorkeling, & swimming. Whale & dolphin watching along with hiking & biking beachfront landscapes. Multiple museums, national seashores & wildlife refuges to explore. Ferries to nearby islands with lovely towns & beaches

## HOUSING AND TRANSPORTATION

**Housing Provided:** No

### **Community Housing Options:**

Available: Yes

Description:

Housing leads and recommendations will be provided via email to new hires after a position is offered.

Minimum Average Cost Per Week: \$100

Maximum Average Cost Per Week: \$200

### **Transportation for Community Housing Description:**

Transportation will vary based on where WAT participants secure housing. Unfortunately, the hotel does not provide transportation for participants.

### **Public Transportation**

- A great way to get around town is utilizing the Cape Cod (Cape Cod Public Transit Association). The Cape Cod offers low fares to allow participants to easily travel across town.
- The bus schedule can be found online at [www.capecodrta.org](http://www.capecodrta.org) or a schedule can be picked up at local stores in the area.

### **Bicycle**

- Another great way to get around Hyannis is to ride a bicycle. It is important to remember that it can get very hot out during the summer so be sure to always bring water.
- Bicycles can be purchased at a couple of different shops in Hyannis including:
  - Kmart located at 768 Iyannough Road in Hyannis

- Bike Zone located at 323 Barnstable Road in Hyannis

### **Taxis**

- Participants can also use various taxi services to travel throughout Hyannis and other locations nearby.
- Prices and fees for each taxi service may vary.
- Three taxi services in the area are:
  - Town Taxi (508-775-5555)
  - Cape Cod Taxi (508-487-2222)
  - Hyannis Taxi (508-775-0400)

## ARRIVAL INFORMATION

### **Arrival Instructions:**

Over 100 miles of beaches with opportunities for surfing, snorkeling, & swimming. Whale & dolphin watching along with hiking & biking beachfront landscapes. Multiple museums, national seashores & wildlife refuges to explore. Ferries to nearby islands with lovely towns & beaches

There are two options for your travel to Hyannis, MA. The two closest airports to Hyannis, MA are:

- Boston Logan International Airport (BOS)
- T.F. Green Airport (PVD)

Unfortunately, the hotel does not provide transportation to and from the airport.

- If participants are flying into Boston Logan International Airport, it is recommended to use Peter Pan Bus Lines. They provide service to/from the Boston Logan Airport. More information can be found at (<https://peterpanbus.com/routes/hyannis-to-logan-bus/>)
- If participants are flying into T.F. Green airport, it is recommended to also use Peter Pan Bus Lines. They provide service to/from T.F. Green Airport. More information can be found at (<https://peterpanbus.com/>).

Each participant should communicate their arrival with a Human Resources Manager before traveling. A Human Resources representative will contact participants in advance to provide their contact information, additional details, and to schedule a date for New Hire Orientation.

### **Suggested Arrival Airport:**

Boston Logan Airport, BOS, Over 50 miles

T.F. Green Airport, PVD, Over 50 miles

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

### **If arriving after regular hours:**

#### **Suggested After-Hours Accommodation:**

DoubleTree by Hilton Boston Logan Airport Chelsea

201 Everett Ave

Chelsea , Massachusetts 02150

[https://doubletree3.hilton.com/en/hotels/massachusetts/doubletree-by-hilton-boston-logan-airport-chelsea-](https://doubletree3.hilton.com/en/hotels/massachusetts/doubletree-by-hilton-boston-logan-airport-chelsea-BOSACDT/index.html)

BOSACDT/index.html

617-884-2900

\$100 to \$150

Homewood Suites by Hilton Boston Logan Airport Chelsea

145 Beech Street

Chelsea , Massachusetts 02150

[https://homewoodsuites3.hilton.com/en/hotels/massachusetts/homewood-suites-by-hilton-boston-logan-airport-chelsea-](https://homewoodsuites3.hilton.com/en/hotels/massachusetts/homewood-suites-by-hilton-boston-logan-airport-chelsea-BOSBSHW/index.html?SEO_id=GMB-HW-BOSBSHW)

BOSBSHW/index.html?SEO\_id=GMB-HW-BOSBSHW

617-660-9110

\$100 to \$150

Hampton Inn and Suites Providence/Warwick-Airport

2100 Post Road  
Warwick , Rhode Island 02886  
<https://hamptoninn3.hilton.com/en/hotels/rhode-island/hampton-inn-and-suites-providence-warwick-airport-WRWHSHX/index.html>  
401-739-8888  
\$100 to \$150

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** No

**Social Security Number:**

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

Upon arrival, WAT participants will need to register their United States address in the Student and Exchange Visitor Program (SEVIS). Registration in SEVIS must happen within 10 days of arrival into the United States. Failure to register in SEVIS will result in cancellation of participant visa, making it illegal to work in the United States. Participants' sponsor organization is available to help answer questions during the program. Participants should refer to their sponsor letter or DS-2019 form for contact information. The Human Resources Department will arrange a trip to the Social Security office in Hyannis, MA, so participants can apply for a Social Security card. Original documentation must be brought to the office. WAT participants should wait a few days after arriving and registering with SEVIS (Student and Exchange Visitor Information System) before going to the Social Security Office. The cards will be mailed to the hotel to ensure each participant receives them.

Nearest SSA Office: Hyannis , Massachusetts , Less than 10 miles

**Other:**

Wage Payment Schedule:

Participants will be paid with a weekly paycheck.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All employees are required to follow the company's appearance policy. WAT participants should dress in a professional manner and abide by the company standard for hygiene. This means they should be groomed, clean, neat and do not have any visible tattoos or facial piercings (ears are OK). Participants' hair should be a natural color (no pink, blue, green, etc.) and should not wear overbearing perfumes or colognes. Men are to have a clean shaven face and women are to wear their hair tied back.

Second Job Availability: Yes, likely

Applicable Company Policies:

Employee lockers are available for employees to store personal items during their work shift.

The hotel operates 24 hours a day, 7 days a week. All full time staff members must be available to work nights, weekends, and holidays. The hotel does not provide set schedules, meaning employees' shifts will vary every week based on the hotel's business demands. For example, WAT participants may have Monday and Tuesday off one week, and Wednesday and Friday off the next. The hotel cannot guarantee participants will have days off with their friends. Schedules will be determined based on business needs and how busy it is. All employees must abide by the company's attendance and electronics policy. Employees are expected to show up to all shifts on time. If participants think they will be late for a shift, or need to call out from a shift, they need to speak directly with their manager. If employee are unable to follow the attendance policy, disciplinary actions may take place including a verbal or written warning. All employees are prohibited from using cell phones or iPods during work hours.

## COMMUNITY AMENITIES

**Walking Distance from Worksite:**

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

**In Town, Requires Transportation:**

Food Market, Shopping Mall, Fitness Center, Internet Cafe