



THE RITZ-CARLTON
LAKE TAHOE

The Ritz-Carlton, Lake Tahoe

Truckee, California | ritzcarlton.com/en/hotels/california/lake-tahoe | @ritzcarlton



About The Ritz-Carlton, Lake Tahoe: The Ritz-Carlton, Lake Tahoe hotel is situated mid-mountain on Northstar Resort, and features ski-in, ski-out access with mountain services. Some highlights of this luxury ski resort in Lake Tahoe include luxurious accommodations with in-room fireplaces, floor-to-ceiling windows and private walk-out balconies with extraordinary views of the mountain and Martis Valley. Other amenities include the Mountain Concierge service providing assistance with ski equipment and storage and ski-in, ski-out access to the Northstar lifts, extraordinary dining in Manzanita, a 16 treatment room Spa, and a Fitness Center with state-of-the-art cardiovascular and weight-training equipment. The Ritz-Carlton is looking for enthusiastic and friendly employees who can meet the resort's high standards for quality service.

Recognized as “the gold standard” of hospitality, The Ritz-Carlton selects only the most passionate and skilled hospitality professionals. And as one of our Ladies and Gentlemen, you will reflect the values that make us the world’s finest luxury brand. Here, in a diverse environment where individual aspirations are fulfilled and quality of life is enhanced, you will be inspired to work alongside your fellow employees to bring special moments to life for our guests and each other.



Positions Available:

Job Title	Wage/Hour	Number of Available Positions
Spa Attendant	\$13.39/hour	4
Club Lounge Attendant	\$14.94/hour	2
Server Attendant	\$12.59/hour	18
In-Room Dining Server	\$12.59/hour	1 - 2
Host	\$15.84/hour	2
Banquet Houseperson	\$12.25/hour	2
Barista	\$13.13/hour	2

Job Descriptions: The Ritz-Carlton requires that all employees pass a pre-employment drug and background test. We will interview all candidates individually.

Spa Attendants provide general spa orientation to guests upon arrival, such as the location and use of locker rooms, lounge areas, and hospitality stations. Offer guests amenities such as water, juice, or heated neck pillows. Answer questions about general property information and amenities. Escort guests to and from treatment rooms. Check computer for updates and changes to schedule regularly throughout the day. Maintain cleanliness of workstation, treatment rooms, spa/salon locker room, and lounge areas. Dispose of trash and dirty linens in the proper area. Secure supplies and equipment at the end of each shift. Stock towels, linens, supplies, and amenities in the locker room, lounge areas, and hospitality stations.

Server, Server Attendant, & Club Lounge Attendants complete final breakdown of function, by cleaning the room, and cleaning and returning equipment to its proper location. Complete closing duties, including storing all reusable goods, locking doors, breaking down goods, etc. Set up, stock, and maintain work areas. Monitor and maintain cleanliness, sanitation, and organization of assigned station and service areas. Transport dirty linen to correct area to be cleaned, separate napkins from tablecloths, and restock linen shelves with clean linens. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Assist other departments when needed to ensure optimum service to guests.

Hosts greet guests and determine the number in their party. Seat guests by preparing a clean, available table; pulling out chairs; placing clean/current menu in front of guest, etc. Guide guests through the dining rooms and provide any needed assistance. Move and arrange tables, chairs, and settings and organize seating for groups with special needs. Ensure place settings are appropriate and each guest has a napkin, clean silverware, and any other item that is part of the standard place setting. Check menus to ensure they are current, clean, plentiful, and wrinkle-free. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Monitor dining rooms for seating availability, service, safety, and wellbeing of guests.



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Banquet Housepersons complete final breakdown of function, by cleaning the room, and cleaning and returning equipment to its proper location. Complete closing duties, including storing all reusable goods, locking doors, breaking down goods, etc. Set up, stock, and maintain work areas. Monitor and maintain cleanliness, sanitation, and organization of assigned station and service areas. Transport dirty linen to correct area to be cleaned, separate napkins from tablecloths, and restock linen shelves with clean linens. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Assist other departments when needed to ensure optimum service to guests.

Baristas complete opening and closing duties including setting up necessary supplies and tools, cleaning all equipment and areas, locking doors, etc. Set up, stock, and maintain work areas. Input orders into cash register system and collect payment from customers. Take orders, record in MICROS system and prepare food and coffee beverages. Ensure that appliances (e.g., coffee makers) are turned on/off at the appropriate times. Bus coffee cart areas and tables. Clean dishes, utensils, work areas, tables and equipment throughout the day. Obtain change required for expected business level. Count bank at end of shift, complete designated cashier reports, resolve any discrepancies, drop off receipts, and secure bank.

Work Hours: You should expect to work an average of **32 - 40 hours/week** throughout the summer. Employees are scheduled based on business needs. Schedules are communicated to all employees by Thursday. The work week is Saturday - Friday.

Work Start Dates: You should plan your U.S. arrival so you can begin working **June 1 - June 20**.

Work Finish Dates: We are looking for candidates who can finish working **September 20 - September 30 or later**. You should be as upfront and honest as possible about your work finish date. It is customary in the U.S. to give at least two weeks notice of your final day of work.

Uniform: The Ritz-Carlton will hold you to a very high level of personal conduct. A conservative, neat, and clean appearance must be maintained at all times. Male hair must not be longer than 1 inch below the collar. Hair that extends below the collar must be neatly pulled back and fastened. Beards, goatees and mustaches are permitted. Beards and goatees must be neatly trimmed and maintained, not to exceed ½ inch in length. No facial piercings will be allowed. Tattoos must be smaller than 3 x 3 inches and are not permitted on the face, neck, hands or fingers. All uniforms will be provided by The Ritz-Carlton, and The Ritz-Carlton will be responsible for laundering your uniform. If you are on the resort property during non-working hours, you should maintain a business casual appearance. Males should wear khaki or dark pants (no jeans), a collared shirt, and casual dress shoes (no sneakers or sandals). Females should wear non-jean slacks as well, and should not wear short skirts or revealing clothing.



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Housing Information: The Ritz-Carlton Lake Tahoe does not provide housing, but apartment housing is available. A list of housing locations will be provided to you directly. Housing fees are paid directly to the apartment complex. InterExchange and The Ritz-Carlton will follow up with information about housing shortly after you receive your job offer.

Here are some housing resources in the area:

- Tahoe Vistana Inn
6549 N Lake Blvd, Tahoe Vista, CA 96148
(530) 546-2529
- Ferrari Crown Resort
8200 N. Lake Blvd. / P.O. Box 845 Kings Beach 96143
(530) 546-3388
- Craigslist for summer house rentals
www.craigslist.com
- VRBO for summer house rentals
www.vrbo.com

For transportation in the Tahoe area there is the T.A.R.T. bus:

<https://www.placer.ca.gov/1961/Tahoe-Truckee-Area-Regional-Transit-TART>

Area Description: Located high in the Sierra Nevada Mountains, straddling the borders of California and Nevada, Lake Tahoe is one of the most cherished vacation spots in the United States. Over three million people visit Lake Tahoe annually to enjoy its pristine environment and abundant outdoor adventures. Snow and skiing have become favorites, with the area boasting a dozen world-class ski resorts, while the Lake with its many beaches, watersports and crystal clear blue waters, entices the Spring, Summer, and Fall destination guests. There are lake-front restaurants all over the lake, most equipped with docks and buoys. There are all sorts of boating events such as sailboat racing, firework shows over the lake, and guided cruises.

Truckee, California is a ski resort town located in Northern California, part of the Lake Tahoe area. Reno, Nevada is 45 minutes away. Sacramento, California is 2 hours away. And San Francisco, California is 3 hours away. Local stores in Truckee include Safeway, CVS, and Raley's.

Informational Websites:

www.truckee.com

www.visitlaketahoe.com