



Lafayette Hotels - Waves Oceanfront Resort - Front Desk Agent

HOST INFORMATION

Company Description:

Waves Oceanfront Resort is located in the heart of Old Orchard Beach, Maine. Waves Oceanfront Resort has around 136 national and international employees making it an ideal place to have a true American Exchange experience while gaining challenging and rewarding work experience. We have cookouts and pizza DAYS at least once a month for our J-1 students and American staff. Our students love working here and a lot of our students return season after season! We work hard and students average over 40 hours throughout the summer but still have time to have a lot of fun! Old Orchard Beach is only 2 hours from Boston and 20 minutes from Portland, Maine. Old Orchard Beach is a busy, family-friendly resort location with over 100,000 national and international visitors every year.

Host Website: <http://www.wavesoceanfront.com>

Site of Activity: Lafayette Hotels - Waves Oceanfront Resort

Parent Account Name: Lafayette Hotels

Host Address: 87 West Grand Avenue Old Orchard Beach , Maine , 04064

Nearest Major City: Portland , Maine , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

Front Desk Agents have the incredible opportunity of interacting with many guests who visit Old Orchard Beach. You will be required to make reservations using a property management system. Reservations are made in various ways and are processed differently including over the phone, on our website, and by using third party booking sites. You will get to meet many people by checking guests into their rooms for the start of their vacation. Our front desk agents have the responsibility of processing payment for any reservation and will act as concierge's for any guest needs, requests, or questions.

Typical Schedule:

Hours will range for shifts at the front desk. Typical shifts during the summer months are 8 hours in length and the start and end times can range anywhere between 7am and 12 midnight.

Seasonal changes to job duties or available hours: Yes

Weekly hours will be different in the spring/fall than it will be during the summer. Our front desk closes overnight in the spring and fall and will stay open 24 hours during the summer months.

Drug Test required: No

COMPENSATION

Hourly Wage: \$12

Eligible for Tips: No

Estimated weekly wages including tips: \$480

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 48

Potential fluctuation in hours per week:

Low hour weeks usually fall in our spring and fall seasons. High hour weeks typically come in our summer season.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Discounts at our on-site market and gift store. Use of amenities on property (without taking away use from paying guests), such as pools, gas grills, etc.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Other qualifications or conditions

Description:

Basic math skills, use of computers, and outgoing personality!

Job Training required: Yes

Length of job training:

Varies

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

You will learn how to make a reservation, check in a guest, check out a guest, answer the phone, cash out and complete your shift report, as well as learn about different attractions, events, activities, and restaurants in Old Orchard Beach.

Need to wear uniform: Yes

Uniform Policy:

We will provide company polo shirts to be worn at the front desk during any shift.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Jeans/denim pants or shorts, gym shorts, sweat pants, are not allowed during the summer season at the front desk. Other shorts, khaki pants, or plain colored (preferably black) leggings are allowed.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Potlucks or Dinners, Sporting Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

We try to host an employee luncheon at least once a month that introduces the classics of American taste such as burgers, hot dogs, and pizza. We have hosted an "International Day" where students can cook delicacies from their home country to share with the other students working for us.

Local Cultural Offering:

The Old Orchard Beach Chamber of Commerce hosts several events each year which include events directly related to the Summer Work and Travel Program and many others that bring visitors to town to enjoy. You can visit their website for more information! <https://oldorchardbeachmaine.com/events/>

HOUSING AND TRANSPORTATION

Housing Provided: Conditional. Housing is provided first come, first served.

Employer-owned or employer-arranged housing description:

The Waves has housing available for a limited amount of students. Each room will have a small refrigerator and full bathroom. Some rooms will house up to three students. Linens to the beds will be provided. Each student will be given a key to their room. No one else will hold a key to housing except for hotel management in case of emergencies. Students will have access to a common kitchen area where food can be cooked. Most housing is located directly next door at 71 West Grand Ave.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

WiFi is available throughout the property

Phone Service: Yes

Description:

Students can use the phones at the front desk if needed to contact CIEE or anyone else in case of an emergency. Assistance by front desk staff will be provided if needed.

Kitchen facilities: Yes

Description:

There is a common kitchen available at housing.

Laundry facilities: Yes

Description:

The hotel has a coin operated laundry facility.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:

Housing areas will be co-ed. A majority of rooms will be single gender.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$130

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Walking commute from next door

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: No

Bicycles are available to rent: Yes

Estimated cost: \$100

Total: Yes Per Day: No

Description: All roads in Old Orchard Beach are safe to bike on. It is important to be aware of surroundings as there is still traffic.

ARRIVAL INFORMATION

Arrival Instructions:

The most convenient way to arrive to Old Orchard Beach is to fly into Boston, MA or Portland, ME. From Boston, students can take the Amtrak Downeaster to Old Orchard Beach or get on a Concord Coach Lines bus to Portland, ME and proceed to Old Orchard Beach by taxi or Uber. Travel from Boston is approximately 2 hours by bus or train and travel from Portland is approximately 30 minutes by taxi or Uber. We ask that you send us your travel itinerary no later than two days before you are to depart your home country so we can make sure we expect your arrival. In many cases if you do not have housing arranged before you arrive, we will set a hotel room aside for a small fee so you have a place to stay when you first arrive to the United States. It is best to arrive between the hours of 8 a.m. and 8 p.m. If you are to arrive later than 8 p.m., it is especially important to let us know of your arrival so we can plan accordingly. We do not want you stuck outside in the middle of the night! You can call the hotel at 207-934-4949 from an airport phone if needed. The address to the hotel for GPS is 87 West Grand Avenue, Old Orchard Beach, Maine.

You can view pricing and scheduling for the Amtrak Downeaster here: <https://amtrakdowneaster.com/>

You can view pricing and scheduling for Concord Coach Lines here: <https://concordcoachlines.com/>

We will usually provide transportation to the Social Security office about once a week. Otherwise, there is local public transportation that will go to the Social Security office from Old Orchard Beach.

For any questions or comments regarding arrival please e-mail Josh at wavesj1visa@gmail.com

Suggested Arrival Airport:

Portland International Jetport, PWM, Less than 25 miles

Boston Logan International Airport, BOS, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$25 to \$50

If arriving after regular hours:

Suggested After-Hours Accommodation:

Best Western Merry Manor Inn
700 Main Street
South Portland, Maine 04106
merrymanorinn.com
207-774-6151
\$0 to \$25

Hilton Garden Inn Boston Logan Airport
100 Boardman Street
Boston , Massachusetts 02128
https://hiltongardeninn3.hilton.com/en/hotels/massachusetts/hilton-garden-inn-boston-logan-airport-BOSLOGI/index.html?SEO_id=GMB-HI-BOSLOGI
617-567-6789
\$150 to \$200

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:

We will provide transportation approximately once a week to the Social Security office. If transportation by us is unavailable, there is local public transportation that will go to area of the Social Security office.

Nearest SSA Office: Saco , Maine , Less than 10 miles

Other:

Wage Payment Schedule:

Bi-weekly. Direct deposit is available.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Personal hygiene is a must. Tattoos, piercings, facial hair, etc. is allowed but must be appropriate and not interfere with any professional interaction with customers. Example, any tattoos displaying curse words would not be allowed.

Second Job Availability: Yes, likely

Applicable Company Policies:

- Students can expect to be on their feet for most of their shift. It is important to wear comfortable footwear.
- Maine has weather that can change quite frequently. It can get cold in the spring and fall and very hot in the summer. It is important to plan accordingly.
- Personal cell phone use is not allowed during your shift
- Smoking is allowed in designated areas only at the hotel and housing and only during approved break times during your shift
- Scheduling is done by each supervisor. It is important to talk to your supervisor about any schedule changes ahead of time
- Parties are not allowed at housing and is strictly enforced.
- Students are allowed to use the hotel amenities when not working. This includes use of the pool, grills, and fitness room. Using the amenities must not take away the use from any paying guests.

- Students can receive an employee discount at our market located on property when it is open

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library, Barber/Hair Dresser

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library, Barber/Hair Dresser

In Town, Requires Transportation:

Food Market, Post Office, Bank, Restaurants, Public Library, Barber/Hair Dresser

Unavailable:

Shopping Mall