



WORK & TRAVEL USA

Fenwick Inn - Front Desk Associate

HOST INFORMATION

Company Description:

The Fenwick Inn offers an upscale lodging experience with a central location. Our upscale Inn features 198 guest rooms and 3 suites and we are pet friendly. Enjoy 10 miles of beach, a 3 mile famous boardwalk & 200+restaurants. Ocean City recently made TripAdvisor's list of the nation's Top 10 beaches. Enjoy swimming and sunning along the Atlantic, not to mention surfing, fishing and even kayaking and canoeing! And during the summer, you'll find free activities every day of the week, including concerts, movies and Beach Olympics! Start your day with a morning bike ride or if you'd rather just sit back and ride the boardwalk tram that can whisk you anywhere in minutes, while you enjoy a beautiful ocean view. Amusements parks and arcades or catch a spectacular view from the top of our ferris wheel. Scream with delight on our roller coaster or savor the slower pace of our magnificent 1902 carousel. Hungry? You won't be for long. Choose from famous crab cakes or delightful fried chicken. Tear into a delicious cheeseburger or savor a smoky pit beef. Enjoy fresh-baked pizza or our famous french fries - the menus are almost endless. And that's before you get to dessert. There's luscious saltwater taffy, sweet caramel popcorn, thick creamy fudge, rich ice cream, fresh, hot funnel cakes, cotton candy and chocolate-covered strawberries. After a boardwalk meal, you'll be ready to shop - and you'll find plenty of opportunities, along the boardwalk and on many side streets as well.

Host Website: https://www.fenwickinn.com/?utm_source=google&utm_medium=organic&utm_campaign=business_listing

Site of Activity: Fenwick Inn

Parent Account Name: A and M Investments

Host Address: 13801 Coastal Highway Ocean City , Maryland , 21842

Nearest Major City: Salisbury , Maryland , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Check-in and check-out of guests while providing efficient, friendly and excellent customer service at all times and in accordance with hotel standards. Ensure the highest caliber of service is being offered to all guests so that their arrival experience is pleasurable and informative. Responsibilities include greeting and providing services such as arranging transportation, guiding visitors, and providing directions. Front Desk Clerk are expected to responding to and following up on guest complaints and guest requests. Ensure that the highest caliber of service is being offered to all guests. Acknowledge (verbally and by name when possible) and register guests, including verifying accommodations on the computer, obtaining vouchers when necessary, establishing guest credit via credit card or credit deposit, completing forms, entering information into the computer and programming room keys. Relay pertinent information regarding accommodations and assist with questions pertaining to and/or booking reservations. Make room changes for guests based on availability. Be knowledgeable about local attractions. Be an ambassador of the hotel and the company at all times, in and outside of the work place. Be thoroughly familiar with all check-in and check-out procedures and the AM and PM checklist. Provide a strong sense of arrival and welcome; greet all guests in a friendly, warm, and efficient manner. Contact various departments to fill guests' needs. Enter all guest information into the computer. Handle and count large amounts of money accurately and efficiently. Exchange foreign currency, cash traveler's checks and personal checks, balance cash bank and assume responsibility for safeguarding monies. Post charges to guest accounts; transfer charges/credits; run necessary computer reports. Assist with luggage and storage and delivery concerns. Anticipate and

handle guest issues and concerns. Escort VIP's to rooms whenever possible. Maintain knowledge of hotel features/services, outlets, hours of operation, etc.

* This is a pet friendly hotel and keep in mind any allergies that you might have when considering this position.

Drug Test required: No

COMPENSATION

Hourly Wage: \$11.5

Eligible for Tips: No

Estimated weekly wages including tips: \$368

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week:

Hours will be lowest In May, June and the end of September and the most in July, August and the beginning of September.

Average number of hours per week reached by last year's seasonal employees: 35

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

• Regularly required to stand, walk, talk and hear; frequently required to use hands to finger, handle, feel and reach with hands and arms; frequently required to sit, climb or balance, stoop, kneel, and crouch. Requires manual dexterity sufficient to operate standard office equipment. Requires normal range of hearing and vision. Must be able to lift equipment, supplies, etc. of at

least 30 pounds.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

* Practice aggressive hospitality at all times. * Practice emergency procedures in compliance with hotel/company standards; react and assist in hotel emergency situations as needed. * Observe standards for the department in image, appearance, and grooming; properly represent the company and the profession to outside organizations and the community. Equipment to Be Used * Standard office equipment including telephone, computer, printer, copier, calculator, fax, and computer programs including Microsoft Word, Excel, PowerPoint, and email * Formal uniform Physical & Mental Requirements * Must be able to resolve problems, handle conflict, and make effective decisions under pressure. * The work environment includes high guest contact and noisy, crowded environment; may involve varying conditions and circumstances with guests, staff, visitors, government agencies, etc.

Job Training required: Yes

Length of job training:

One week

Hours per week during training period: 32

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Students to arrive with tan and/or khaki pants, Rubber sole black or white sneakers

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Potlucks or Dinners, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

Chamber of Commerce organizes activities <http://oceancity.org> or E Point has trips locations such as Washington, DC & New York City, sporting events & concerts. Website www.ocstudentcenter.com. Employer will hold cultural events including pizza parties, pot luck dinners and movie night.

Local Cultural Offering:

Review our chamber of commerce & churches. Numerous church groups offer free meals for international students. Local student center, E Point, has organized trips to numerous locations such as Washington, DC & New York City, sporting events & concerts. Website www.ocstudentcenter.com.

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

PLEASE SECURE HOUSING AS SOON AS YOU ARE HIRED. Housing must be secured prior to coming to the United States. Housing will cost from \$125/week to \$150/week. Housing is very limited and the longer you wait to find housing the less opportunities you will have. Please reach out to your employer for assistance. If you are traveling alone or with only a few in your group, please reach out to your employer and/or agent to help group students together for the same location and help locate housing and defray the cost. Please feel free to contact your employer to ask questions especially before you send money to anyone. PLEASE CONTACT E-POINT at ocstudentcenter.com for housing options, they will require a \$500 upfront deposit and covers \$200 security and \$300 will be applied towards your rent. Please be prepared to pay this in advance.

Minimum Average Cost Per Week: \$125

Maximum Average Cost Per Week: \$150

Transportation for Community Housing Description:

Bus, bike or walk. Bus typical schedule:

April 1st thru May 6am to 10pm every 15 min & 10pm to 6am every 30 min. May thru September 6am to 3am every 10 min & 3am to 6am every 20 min. These dates are typical dates not actual. Check <http://ococean.com/explore-oc/getting-around-oc> for actual dates.

ARRIVAL INFORMATION

Arrival Instructions:

Please fly into John F Kennedy International Airport (JFK). Please contact the employer once you have secured your arrival details at mellitt@aol.com. Participants can utilize a local shuttle service such as E-Point at ocstudentcenter.com, to Ocean City, Maryland and please plan to arrive at your previously secured housing and not to the hotel.

Suggested Arrival Airport:

John F Kennedy International Airport, JFK, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$100 to \$150

If arriving after regular hours:

Suggested After-Hours Accommodation:

Hotel Ninety Five - JFK Airport
145-07 95th Avenue

Jamaica , New York 11435
<https://hotelninetyfive.com/>
718-291-4000
\$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:

We will give you directions to the Salisbury Social Security Administration location and direct you toward websites and organizations that offer shuttles there for discounted pricing such as E Point www.ocstudentcenter.com.

Nearest SSA Office: Salisbury , Maryland , Less than 25 miles

Other:

Wage Payment Schedule:

You will be paid every two weeks. Please note that the first check can take up to 3 weeks in order to get student situated in payroll.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: No

Grooming Requirements:

Hair should be clean, combed, & neatly trimmed/arranged. Unkept hair is not allowed. Hair should be of a natural color. Sideburns, mustaches, & beards must be neatly trimmed & may not be grown at work. Uniforms must be clean & odor free at all times. Nose/face/tongue studs are not allowed. Male associates who come or may come in contact with the public may not wear earrings. Fingernails should be clean and trimmed. Nail polish must either be clear or of neutral shades.

Second Job Availability: Yes, likely

Applicable Company Policies:

Flexibility with schedule required. Friends may not be able to work the same shifts or have the same days off. Second jobs are permitted only if students maintain their schedule requirements. The first check can take up to 3 weeks in order to get student situated in payroll. Must be willing to work with many different cultures and races. This is a pet friendly hotel; please take this into consideration if you have animal allergies.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

Food Market, Post Office, Restaurants, Internet Cafe

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library