



Residence Inn by Marriott North Conway - Room Attendant

HOST INFORMATION

Company Description:

The White Mountains, North Conway, NH. What are you going to do while here? There certainly is plenty of opportunity to keep you very busy. There's so much to see and do that you'll wish you had more time. No matter what season you're visiting, there is plenty to do year round. When it comes to recreation, the crystal clear streams and lakes offer boating, tubing and swimming and the skiing and riding is heavenly. There is a lot of pedaling, paddling and skiing to be done. How about camping, snowmobiling, cross country skiing or something truly adventurous like rock climbing? Visit our majestic mountains, rapid rivers, calm lakes or crystal clear streams. Enjoy blue skies, crisp air, and clean water all around you. Take a hike on one of hundreds of hiking trails or pack a picnic and head to one of the many scenic outlooks. Discover the best shopping at Settlers Green Outlets as well as fine dining. Visit Cranmore Ski Resort for winter skiing or the summer adventure park. The picture above was taken with our 2019 summer travel staff at Cranmore Mountain where we rode the lift to the top of the mountain and had lunch at the top. After riding the lift down we spent the afternoon enjoying the adventure park riding the soaring eagle zip line, the mountain coaster, the giant swing and joining in a competitive game of knocker ball. Our employee housing is located less than a mile away from our hotel. We offer free breakfast to all staff who arrive early.

Host Website: <http://www.marriot.com/PWMCW>

Site of Activity: Residence Inn by Marriott North Conway

Parent Account Name: Marriott International

Host Address: 1801 White Mountain Highway North Conway , New Hampshire , 03860

Nearest Major City: Portland , Maine , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Room Attendant

Division: Hotel

Reports to: General Manager

FLSA Status: Non-exempt

PRIMARY FUNCTION:

The room attendant is responsible for the cleanliness and overall appearance of guest rooms.

RESPONSIBILITIES:

1. Vacuums and sweeps carpets and floors.
2. Mops floors, as needed.
3. Dusts, brushes, polishes and vacuums furniture.
4. Dusts and cleans room decorations, appliances and structural surfaces (e.g. wall fixtures, window sills, vents).
5. Replaces linen and makes beds.

6. Cleans showers tubs, sinks, and bathroom items.
7. Removes used guest amenities and trash.
8. Replenishes guest amenities and supplies.
9. Inspects rooms for safety hazards and for the operating condition of equipment and reports any problems to maintenance.
10. Inspects rooms/beds/furniture for presence of insects or parasites.
11. Checks for damaged linens.
12. Reports lost and found articles, maintenance problems, or special room problems (e.g., pets in the room) to a supervisor.
13. Maintains storage rooms and stocking carts.

JD-Room Attendant (over)

Revised 01/2018

14. Empties linen from housekeeping cart into laundry cart.
15. Records room status on work assignment sheets.
16. Provides information to guests about hotel services, facilities and other amenities.
17. Provides information to guests about local attractions/services.
18. Prepares rooms for guest arrivals and responds to special guest requests, such as delivering newspapers or cleaning a spill.
19. Listens and responds to guests' requests or complaints.
20. Maintains a positive work atmosphere by acting and communicating in a manner so as to get along with customers, co-workers and managers.

All other related duties as assigned by the General Manager.

QUALIFICATIONS:

1. Physical agility and stamina to provide cleaning services.
2. Communication skills to interact with guests.
3. A pleasant, helpful personality.

ADA JOB ANALYSIS:

The following are necessary to perform each of the Job Description tasks:

- Lifting 30_pounds Bending Good Vision
- Pushing 30_pounds Walking Good Hearing
- Pulling 30_pounds Stooping
- Standing, (how long) 8 hrs Sitting, (how long) ____

JD-Rm.Att.4/2003

Rev. 4.2004, 4.2010

Employee signature Date

Manager signature:

Typical Schedule:

5 days per week and 8 hours per day. Days of week will not be the same each week.

Drug Test required: No

COMPENSATION

Hourly Wage: \$12

Eligible for Tips: Yes

Tips are not guaranteed but are often left in the rooms for room attendants.

Estimated weekly wages including tips: \$450

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: 40

Potential fluctuation in hours per week:

Most likely will be 40 hours per week with limited opportunity for overtime. This will depend highly on occupancy and the number of staff.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

We offer breakfast if staff is here before their shift begins.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Lifting cases of cleaning product, moving furniture etc.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

Will work with another staff member for at least one week before cleaning on own.

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Room attendants are required to clean rooms in 38 minutes or less. Each staff member is given training and 2 weeks to master this

requirement.

Need to wear uniform: Yes

Uniform Policy:

We will supply shirts. Shoes must be comfortable and black in color. Sneakers are preferred, not open toe or open heel shoes. Staff are required to purchase their own BUSINESS CASUAL pants. No yoga pants, No active wear, No Leggings, No Jeans.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

See above - One tasteful facial piercing is acceptable, such as a nose stud or eyebrow stud.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

We plan a summer outing to our local ski resort to enjoy summer activities such as zip line, aerial park, scenic chair lift rides and the mountain coaster ride.

Local Cultural Offering:

We are able to acquire discounts to most attractions in the area such as Storyland and Santa's Village.

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

Employer-owned or employer-arranged housing description:

We have included a picture of our employee house. Our house will house up to 12 students. This is a 4 bedroom, 2 bath house fully furnished with a washer, dryer, dishwasher, gas stove and a grill in the backyard. We supply bicycles for each student and we pay for any repairs on the bicycles that may be needed. The house has 2 refrigerators and ample cupboard space for all students. We supply electricity, water, sewer, internet and cable. The address is 176 Valley View Drive North Conway NH 03860 Bedding is provided as well as all utensils, pots and pans for cooking.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Internet and cable are included in the rental price.

Phone Service: Yes

Description:

reliable cell service

Kitchen facilities: Yes

Description:

Kitchen includes 2 refrigerators, a gas kitchen stove, utensils, pots and pans for cooking. There is also a gas grill and two picnic tables in the back yard.

Laundry facilities: Yes

Description:

There is a washer and dryer in the employee house.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

This is a 4 bedroom 2 bath house which is co-ed. two bedrooms have 2 sets of bunk beds and two bedrooms have 1 set of bunk beds.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: No

Description:

We will be deducting 45.00 per week and the participants will be responsible for paying the remaining 55.00 per week. The first 200.00 is required to be paid immediately upon checking into the house.

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

The 200.00 deposit must be made immediately upon checking into the house.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

No damage to the house and the house must be left the way it was initially presented.

Details About Deposit Refund:

We will refund deposits after inspecting the house for damages and cleanliness.

Transportation to Worksite:

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: Yes

Bicycles are not provided: No

Bicycles are available to rent: No

Estimated cost: \$

Description: The bike route is busy but has a bike lane and is safe.

ARRIVAL INFORMATION

Arrival Instructions:

Our employee house is a short bike ride from our hotel. We provide bicycles for each student for transportation to and from the worksite. There is plenty of shopping and grocery stores within biking distance as well.

There is a local taxi service if needed.

If flying into Boston Logan Air port in Boston MA you will need to make arrangements to ride the Coach from Boston MA to North Conway NH. The Coach Bus Line will drop off at the Eastern Slope Inn in North Conway NH. One of our staff members will pick students up and drive them to the international staff house.

Please send flight information to:

Tammy Hutchinson

General Manager

thutchinson@lafrancehospitality.com

603-356-3024

Suggested Arrival Airport:

Boston Logan Airport, BOS, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

N/A

N/A , N/A

N/A , Maine 03860

6033563024

\$0 to \$25

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 transport staff to the social security office free of charge.

Nearest SSA Office: Littleton , New Hampshire , Over 50 miles

Other:

Wage Payment Schedule:

Bi-weekly - we offer the wisely pay card in which paychecks can be loaded onto the card without having to open a bank account.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Visible tasteful tattoos are acceptable for the housekeeping staff. Well groomed appearance is a must. One facial piercing is acceptable- one nose stud or one eyebrow ring or stud. we ask that staff purchase their own black business casual pants. No leggings, yoga or work out pants please. We will supply the shirts.

Second Job Availability: Yes, likely

Applicable Company Policies:

No Cell phone usage while at work.

No parties or smoking in the staff house.

Schedules are posted Friday at noon weekly. We must know 1 week in advance for requested days off.

Staff will expect to pay the first 2 weeks of rent and the 200.00 security deposit immediately upon checking into the staff house. This is a total of \$400.00.

Staff should expect to sign a rental lease for their stay.

The housekeeping staff begins work at 9:00 am and is dismissed when their assigned rooms are complete, usually around 5pm.

All policies and procedures will be reviewed during the orientation.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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

In Town, Requires Transportation:

Post Office