



HAP Holland America Skagway Inn - Room Attendant

HOST INFORMATION

Company Description:

We are HAP Alaska – Yukon. We are the largest tour operator in **Alaska** and the Yukon. Each of the work locations for HAP offers **exciting, once-in-a-lifetime travel experiences and cultural opportunities** for all employees. Additionally, **overtime and bonuses** in many locations allow students to earn enough to repay program fees and travel.

Referral program!! **Receive up to \$400 for every person you refer to work with Holland Princess America**, even if this is your first season!

As an employee, you will be asked to provide excellent service while maintaining a safe working (and living) environment. Each employee is crucial to the success of our mission, providing an excellent experience to guests and fellow team members alike. If you are not serving a guest directly, you are serving someone who is. Internal customer service is just as important to our Company's success!

Holland America Skagway Inn is a seasonal hotel located in the center of the Klondike Gold Rush National Historic Park in the heart of downtown Skagway. Skagway is the 12th busiest cruise ship port in the world and we host over 15,000 guests in our facility during the short summer season (May-September). Our staff enjoys plentiful opportunities for recreational activities such as hiking in some of the most spectacular scenery that Alaska has to offer. Our support facilities include a 200 seat dining room, a 125 seat Bar and Grill, a small banquet and meeting room. We employ around 80 people each season.

Host Website: <https://hollandamerica-hotels.com/destinations/skagway-hotel/>

Site of Activity: HAP Holland America Skagway Inn

Parent Account Name: Holland America Princess Alaska

Host Address: 3rd and Spring Streets , PO Box 515 , Skagway , Alaska , 99840

Nearest Major City: Skagway , Alaska , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Ensures highest quality standards of Housekeeping are maintained for our guests and the Company.
Responsible for daily guest room and public area cleaning with attention to detail and giving your personal best in service.

•Cleans rooms and bathrooms in assigned workstation performing any combination of the following tasks and duties: strips and remakes beds, roll-away and cribs; sweeps and mops floors, vacuums carpets, dusts and polishes furniture and fixtures, cleans windowsills and porches, brushes curtains, draperies and upholstered furniture; empties and cleans wastebaskets and relines with plastic liner; cleans ashtrays and plastic ice buckets; replenishes towels, bathmats, wash cloths, soap, and amenity and dresser supplies; cleans shower, bathtub, shower curtain and toilet; and restocks tissue.

- May wash walls, woodwork and windows.
- May assist housepersons/porters in sorting, counting, folding and carrying of linen and supplies by hand or housekeeping cart.
- May replace light bulbs. Leaves matches, advertising matter, glasses, stationery, etc. according to policy.
- Checks room and bathroom thoroughly for working lamps, heater, leaking faucets, broken furniture, running toilet or other missing or damaged articles.
- Makes minor repairs when possible and reports all other findings immediately to Housekeeping Manager.
- On completion of room, telephones Housekeeping Manager/Office to report room is ready for occupancy.
- Locks door and returns all keys to Housekeeping Manager or Front Desk.
- Reports any unusual guest conduct.
- May render personal assistance to room guest if in line of duty.
- Adheres to all Company policies and regulations.
- Adheres to strong environmental and safety ethics by following the standards set forth in our environmental and safety programs.
- Assists in other departments or with other job duties as requested or necessary.

Typical Schedule:

shifts generally are 8 am - 4:30 pm. Some overtime available, but not guaranteed.

Drug Test required: No

COMPENSATION

Hourly Wage: \$16

Eligible for Tips: No

Estimated weekly wages including tips: \$640

Bonus: Yes

You are eligible for an end of season bonus if you stay through your agreed upon work dates and have no job performance issues. Bonuses are paid based on hours worked - minimum \$200, maximum \$1000.

* 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: 55

Potential fluctuation in hours per week:

Depending upon staffing levels during the season, some additional hours will be available.

Average number of hours per week reached by last year's seasonal employees: 44

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Referral program - receive up to \$400 for every person you refer to work with Holland Princess America! Bonus paid after the summer

season.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Must perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, bending, and climbing stairs. Required to stand or walk for long periods of time. Required lift, push, pull, or carry objects up to 50 lbs (23kg) on a repeated basis. Must be able to work continuously in an indoor, humid or hot environment without air-conditioning. May be required to work outdoors with exposure to a variety of weather - rain, cold, direct sunlight, high heat and humidity.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

on-the-job training

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:

Uniform details will be provided to students during the hiring process, and before the student travels

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Professional, neat and presentable. No facial hair for employees in food & beverage positions. Men's hair must be shorter than collar length. Must practice good hygiene - frequent bathing and deodorant is requested. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Company Parties, Movie or Game Nights, Potlucks or Dinners, Shopping Trips

Additional Details about Cultural Offerings:

Our staff enjoys the endless opportunities for recreational activities in this thriving community to include hiking in some of the most spectacular scenery Alaska has to offer.

Local Cultural Offering:

The Holland America Skagway Inn team is much like a family who create a lifetime connection during the summer months of adventuring and experiencing the Alaska culture.

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

Employer-owned or employer-arranged housing description:

Dormitory style housing is 8.50/day (roughly \$250/month). All rooms will have 2 people per room with shared bathrooms down the hall. Meals are not included in housing price. All rooms are non-smoking and pet free environments. Amenities at employee housing include: Linens/bedding provided Free laundry facilities, including detergent Common Area with large TV & DVD player WIFI Housing address: 3rd & Spring Street, Skagway, Alaska 99840

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wireless internet will be available for an extra charge. Internet access is complimentary.

Phone Service: Yes

Description:

Employee use phones with a calling card are available. Many students purchase smart phones when they get to the US and service in the area is reliable.

Kitchen facilities: Yes

Description:

Students will have access to onsite kitchen facilities.

Laundry facilities: Yes

Description:

Laundry facilities and detergent are located onsite and are include with the price of housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

All rooms will have 2 people per room with shared bathrooms down the hall. All rooms are non-smoking and pet free environments. Dorms are co-ed but rooms are not.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$63

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: Skagway is completely walkable. Students can walk to work in just a few minutes.

ARRIVAL INFORMATION

Arrival Instructions:

Students will fly into Juneau, AK. Once in Juneau, you can take a ferry or a small 8-seat plane on that have 6 flights from Juneau to Skagway daily. (Alaska Marine Highway or Alaska Sea Planes)

You must apply for Social Security Number in Juneau (JNU) prior to departure for work location in Skagway. Banking is Wells Fargo-takes 8 weeks to open account. Come prepared with funds.

Suggested Arrival Airport:

Juneau International Airport, JNU, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$150 to \$200

If arriving after regular hours:

Suggested After-Hours Accommodation:

Juneau International Hostel
614 Harris St. #1076
Juneau , Alaska 99801
www.juneauhostel.net
9075869559
\$50 to \$75

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Every student must submit an application with Holland America Princess (HAP) once hired. Complete all information using this link:

<https://hollandamericaprincess.pinpointhq.com/postings/c3a69c78-1aff-4cac-8624-4ed74fe85c39?token=ws76fqilg9U8uFryu5ksj4jC>

When completing your information, there are a few areas that require some guidance:

Section 1 Personal Details: Please enter all the information completely

Section 2 Profile: Do not upload your resume

Section 3 Questions: Who will be your US Agency: Select your sponsoring agency from the drop down

Section 4 Other Job Preferences: Please do not complete.

Once submitted, you will receive additional emails that require action from you:

1. Job Offer - please confirm and return electronically
2. Background Verification - email sent from "Sterling." Complete all information and submit*Some countries may require Power of Attorney Forms and may need wet signatures (Bulgaria, Croatia, Serbia, Macedonia are examples) when submitting your background verification. If this is not completed, it will cause a delay in your onboarding which may impact your ability to move into housing, start work and get paid.

This must be completed immediately upon receipt, uploading required documents. Check your spam folder. This must be completed within 24 hours of receiving. You cannot check in or live in housing, work or get paid until all onboarding steps are completed.

Work with your local contact to ensure everything is done prior to arrival.

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Must apply for Social Security Number (in JNU) prior to departure for work location. Students should NOT travel to their site of activity until they have applied for their social security number. It's recommended that you arrive to Alaska several days before your first day of work. The Social Security Office address is: 709 W 9th St #231, Juneau, AK 99801. The Social Security Administration is open Monday, Tuesday, Thursday & Friday 9am to 4pm and Wednesday 9am to 12pm (noon). SSA is CLOSED Saturday and Sunday. Do NOT travel to your employer until you have applied for your social security number.

Nearest SSA Office: Juneau , Alaska , Over 50 miles

Other:

Wage Payment Schedule:

Payday is every two weeks. Direct deposit highly recommended for early payment. You will need a local bank account.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Must be well groomed and maintain a high level of professionalism at all times. During business hours, all employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Personal dress, appearance and cleanliness standards contribute to the morale of all employees and affect the business image. No extreme hairstyles or colors, only one piercing allowed in each ear and you may be asked to cover tattoos.

Second Job Availability: Yes, likely

Applicable Company Policies:

Be prepared for the Alaska experience! There are second job opportunities with other businesses at this location.

Please be aware that possession of guns and any drugs (including marijuana) are strictly forbidden in employer provided housing.

You should NOT travel to the site of activity until you have applied for your social security number. It's recommended that you arrive to Alaska several days before your first day of work. The Social Security Administration is open Monday, Tuesday, Thursday & Friday 9am to 4pm & Wednesday 9am to 12pm. SSA is CLOSED Saturday and Sunday. Do NOT travel to your employer until you have applied for your social security number.

Arrangements for mail delivery are your responsibility. No mail can be sent to you at the lodge's address. You should make arrangements for a personal post office box either before or upon their arrival at the lodge. This policy will be strictly enforced.

Since phone card prices can vary considerably in the U.S. you should consider purchasing phone cards in their home countries which can be used within the U.S. for international calls.

Currency exchange and check-cashing facilities are not available at the lodge. The nearest location for these facilities is in town. It is highly advisable for you to establish a banking account prior to arrival in Skagway (in Juneau) in order to have your paychecks automatically deposited. Employee manual will be provided between being hired and arrival in US.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Public Library

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Public Library

In Town, Requires Transportation:

Shopping Mall, Fitness Center

Unavailable:

Internet Cafe

