



HEI The Woodlands Resort - Servers

HOST INFORMATION

Company Description:

The Woodlands Resort is a full-service resort property located in The Woodlands, Texas, just north of Houston. Nestled among 350 acres of lush forest and natural beauty, the resort offers a relaxed yet upscale hospitality experience centered around outdoor recreation, golf, spa amenities, and family-friendly attractions. The property blends modern resort comforts with the scenic charm of East Texas pine landscapes, creating a destination-focused environment for both leisure travelers and corporate groups.

The Woodlands and greater Houston area offer a variety of seasonal activities throughout the year, including:

- *Spring and Summer: poolside events, outdoor concerts at The Cynthia Woods Mitchell Pavilion, boating and kayaking along The Woodlands Waterway, hiking and biking trails, and seasonal festivals.*
- *Fall and Winter: holiday lighting festivals, farmers markets, college and professional sporting events in Houston, cultural museums, and diverse culinary experiences across the region.*

Staff benefits may include:

- *Competitive wages*
- *Cross-training and exposure to multiple departments within a large resort environment*
- *Discounted meals and/or uniforms (if applicable) Employee hotel discounts within the Hilton portfolio*
- *Participation in team engagement activities and community events*

The Woodlands is a master-planned community known for its safety, green spaces, and high quality of life, while still offering convenient access to Houston, the fourth-largest city in the United States.

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

Site of Activity: HEI The Woodlands Resort

Parent Account Name: HEI Hotels & Resorts

Host Address: 2301 N Millbend Drive The Woodlands , Texas , 77380

Nearest Major City: The Woodlands , Texas , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

JOB PURPOSE

Provide guests exceptional service in order to achieve customer satisfaction, quality service, compliance with corporate/franchise policies and procedures and federal, state and local regulations while meeting/exceeding financial goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following are specific contributions that must be developed during the training program in order to successfully complete the program and be placed in a hotel with or without reasonable accommodation:

- *Check station before, during and after shift for proper set-up and cleanliness.*
- *Greet guests in a friendly and courteous manner and explain any specials and/or restaurant promotions for guest awareness.*

- Record the details of the order from the guests, repeating the order to the guest to check for accuracy.
- Input the order into the Point of Sale computer to inform the kitchen of the particulars in the order being placed.
- When complete, retrieve orders up to 30 lbs. from kitchen, confirm its accuracy, lift and deliver to guest along with appropriate condiments.
- Abide by all State, Federal and Corporate requirements pertaining to serving alcoholic beverages.
- Replenish beverages as necessary and check with guests for overall satisfaction.
- Market and serve upon request any dessert items or specialty coffees.
- Operate the Point of Sale procedures to pre-check order and close out the check.
- Present the check to guest promptly.
- Comply with attendance rules and be available to work on a regular basis.
- Perform any other job-related duties as assigned.

QUALIFICATIONS AND SKILLS

Knowledge, Skills and Abilities

- Maintain a professional appearance and manner at all times.
- Must be willing to "pitch-in" and help co-workers with their job duties and be a team player.
- Must have basic knowledge of food and beverage preparation, service standards, guest relations and etiquette.
- Knowledge of the appropriate table settings, service ware and menu items.
- Ability to remember, recite and promote the variety of menu items.
- Ability to transport large trays weighing up to 30lbs. through a crowded room on a continuous basis throughout shift with or without reasonable accommodation.
- Ability to operate beverage and toast equipment with or without reasonable accommodation.
- Ability to establish and maintain effective working relationships with associates, customers, and patrons

Typical Schedule:

Monday-Sunday (Days and shifts may vary due to business)

Seasonal changes to job duties or available hours: Yes

Monday-Sunday (Days and shifts may vary due to business)

Drug Test required: No

COMPENSATION

Hourly Wage: \$5

Eligible for Tips: Yes

20% of total bill not including taxes

Estimated weekly wages including tips: \$500

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 32

Potential fluctuation in hours per week:

Holiday week, weather (rain/wind).

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Shift Meals, Hotel Discount

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Carrying trays, bus bucket

Standing for entire shift

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

2-3 days

Hours per week during training period: 16

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

n/a

Need to wear uniform: Yes

Uniform Policy:

black pants black shoes. Hotel will provide tops.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Clean, hair tied back, shaved, professional

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

Students will participate in town halls and employee appreciation events at the property including holidays and birthday celebrations. In addition, students will have the opportunity to engage in various cultural activities during their stay in the United States.

Local Cultural Offering:

This includes participation in community events, Independence Day celebrations, attending local events, exploring nearby stores, experiencing Major League Baseball games, engaging in sporting activities, going shopping, and visiting attractions to immerse themselves in American culture.

HOUSING AND TRANSPORTATION

Housing Provided: *No*

Community Housing Options:

Available: No

Transportation for Community Housing Description:

Biking

The Woodlands is known for its extensive network of paved hike-and-bike trails, with over 200 miles of pathways connecting residential areas, parks, shopping centers, and entertainment districts. Many neighborhoods are bike-friendly and suitable for commuting short distances to the resort.

Dedicated bike lanes vary by roadway, so cyclists should use caution on major roads.

Walking

Walking to The Woodlands Resort is practical if housing is secured within nearby residential communities. The area is pedestrian-friendly in many sections, with sidewalks and wooded pathways connecting neighborhoods to commercial areas.

Public Transportation (Limited Services)

The Woodlands has limited public transportation compared to major cities. The Woodlands Express provides commuter bus service to downtown Houston, primarily for weekday commuters, but local bus routes within The Woodlands are minimal.

Participants relying solely on public transportation may find options limited and should plan housing carefully.

Rideshare & Taxis

Uber and Lyft operate widely throughout The Woodlands and the greater Houston area. Estimated fares within The Woodlands typically range from \$10-\$20 one way, depending on distance. Travel to Houston or George Bush Intercontinental Airport (IAH) may range from \$35-\$60, depending on traffic and demand.

ARRIVAL INFORMATION

Arrival Instructions:

Participants are responsible for securing their own housing and transportation prior to arrival in the area. The employer may provide guidance or housing leads and, if available, may accommodate participants for up to one or two nights upon arrival.

Suggested Arrival Airport:

George Bush Intercontinental Airport, IAH, Less than 25 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

*The Woodlands Resort
2301 N Millbend Drive
The Woodlands , Texas 77380
More than \$200*

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

- *Link with participants job will be sent to the participant to apply*
- *Upon completion of the application, participant will be sent a virtual job offer. Participant will be required to accept.*

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

Participant can apply for their SSN (<https://www.ssa.gov/number-card/request-number-first-time>). Time off will be given for to the participant to schedule SSN appointment.

Nearest SSA Office: Boston , Massachusetts , Less than 10 miles

Other:

Wage Payment Schedule:

Participant will be paid weekly or bi weekly according to the schedule pay frequency at the hotel.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Clean, well-pressed uniform or professional attire Good personal hygiene at all times Subtle, neutral fragrance (or fragrance-free preferred) Professional posture and demeanor

Second Job Availability: Yes, likely

Applicable Company Policies:

Please see handbook.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

In Town, Requires Transportation:

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