



## Lafayette Hotels Boothbay Harbor Inn - Front Desk Clerk

### HOST INFORMATION

**Company Description:**

*Welcome To Your Maine Waterfront Destination! We are located in the popular tourist destination of Boothbay Harbor, Maine. We see thousands of tourists every summer- this is a very busy place and you'll get to meet lots of new people, including locals and international students! We have hired students before, and always have international workers on staff each summer. We are located right next to Boothbay Harbor's Famous Footbridge so you can easily walk into town for shopping, boat rides and entertainment when you are done with work. We are located right on the water, so every day you come to work you will get a view of the harbor and the boats!*

*Check out our website for photos and videos! <http://www.boothbayharborinn.com/>*

**Host Website:** <http://www.boothbayharborinn.com/>

**Site of Activity:** Lafayette Hotels Boothbay Harbor Inn

**Parent Account Name:** Lafayette Hotels

**Host Address:** 31 Atlantic Avenue Boothbay Harbor , Maine , 04538

**Nearest Major City:** Portland , Maine , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*The Front Desk Clerk will learn front office skills within a professional environment. You will be responsible for the guest registration process and communication of hotel services and promotions. This is a highly visible role and gives the opportunity for casual conversation and has a direct impact on creating the guest experience. Guest service skills will be developed and refined and participants will gain knowledge of front office operations within the department.*

*Job duties include working in our reception area greeting guests, handling reservation requests on the telephone, check-in, check-out, processing deposits and payments and providing guests with information and suggestions about the local area. Excellent English language skills are required due to heavy guest interaction and telephone reservations.*

*No cell phones are allowed during work hours. If there is an emergency, students will be permitted to use the front desk phone.*

**Typical Schedule:**

*Must be able to work weekends, holidays and evenings. The schedule will be 5-6 days per week, with a mix of day and evening shifts.*

**Seasonal changes to job duties or available hours:** Yes

*You may be asked to work in other job areas within the property, for example during slow times when there are not a lot of guests you may be asked to help with laundry, cleaning the lobby area, etc.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$16

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$560

**Bonus:** No

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 35

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

**Potential fluctuation in hours per week:**

*You will receive the most hours in July, August and September. Hours are the lowest in May and June.*

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

**Overtime Policy:**

*Yes, paid after 40 hours*

**Job-Specific Benefits:**

*Overtime is possible, but NOT guaranteed. Employees may receive a 50% discount on food purchased in the restaurant while they are working. They may receive a 25% discount when they are not working.*

## 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:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have excellent customer service skills, the ability to multi-task in a fast paced environment, and have a high degree of computer skills. Fluent English language skills required due to extensive customer interaction in person and by telephone. Must be able to speak proper English with customers, both in person and on the telephone. Must be comfortable interacting with customers, speaking English on the job and making eye contact.*

**Job Training required:** Yes

**Length of job training:**

*1 week*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Uniform shirts will be provided. You must bring your own khakis or navy blue knee length shorts or slacks (no jeans). Shoes must be closed toed and non-slip.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniform shirts will be provided. You must bring your own khakis or navy blue knee length shorts or slacks (no jeans). Shoes must be closed toed and non-slip.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Uniform shirts will be provided. You must bring your own khakis or navy blue knee length shorts or slacks (no jeans). Shoes must be closed toed and non-slip.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

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

**Additional Details about Cultural Offerings:**

*You will find boat tours, lighthouses, sea kayaking and a variety of waterfront activities. In the area there are nature walks and hiking trails, botanical gardens, farmers markets, historic attractions and more. In the downtown there are many shops, galleries and restaurants.*

**Local Cultural Offering:**

*In June, the annual Windjammer Festival is a local and tourist favorite with a fantastic fleet of ships under sail. Watch as the beautiful windjammers sail in to Boothbay Harbor. Enjoy fireworks, a street parade, music in the town Whale Park, and meet a friendly group of pirates. Fun for all ages!*

## 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:**

*Staff housing is located at the Seagate Motel, 138 Townsend Avenue, Boothbay Harbor. It is a 5 minute walk to the supermarket, a 7 minute walk to the pharmacy and a 10 minute walk to your job. The rooms are converted motel rooms and have a private bath, A/C and a small refrigerator. The rooms accommodate 2-3 students. Linens are provided. There is free wifi, a shared kitchen, a coin operated laundry and swimming pool on site.*

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

WIFI

Phone Service: Yes

Description:

Cell service or WIFI

Kitchen facilities: Yes

Description:

Community kitchen

Laundry facilities: Yes

Description:

Coin operated laundry

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

We ask for housing preferences (travelling with certain people you'd like to room with) and uniform sizing prior to arrival. Almost all of our onsite housing options are 3 students to a room. Generally housing is not co ed unless requested. We do allow and encourage friends to live together.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$125

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$150

Description:

Housing deposit will be deducted from your first paycheck

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Housing deposit will be refunded at the end of the season following final room inspection

Details About Deposit Refund:

Final pay check

**Transportation to Worksite:**

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: .5 miles

## ARRIVAL INFORMATION

### **Arrival Instructions:**

You will fly into Logan Airport located in Boston, MA. From there you will take a Concord Coach Lines bus to Portland, ME. When exiting Terminal E (International Terminal) the bus pick up is down to the right if you are facing the road. You will see signs for the busses, be sure to choose Concord Coach Lines, destination Portland. Portland is one hour and 15 minutes from Boothbay Harbor. Once you have made your travel arrangements, please email us with your flight information and expected arrival time in Portland. We will arrange your transportation to Boothbay Harbor.

[www.concordcoachlines.com](http://www.concordcoachlines.com)

### **Suggested Arrival Airport:**

Boston Logan Airport, BOS, Over 50 miles

Portland I, PWM, Over 50 miles

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

### **If arriving after regular hours:**

### **Suggested After-Hours Accommodation:**

The Hilton Boston Logan Airport  
1 Hotel Dr  
Boston , Massachusetts 02163  
\$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 to the Social Security office.

Nearest SSA Office: Augusta , Maine , Over 50 miles

### **Other:**

**Wage Payment Schedule:**

Our work week runs from Thursday to Wednesday. You will be paid every two weeks, on a Friday.

**Meal Plan:** Not available

**Provide Certificates/Performance Evaluations:** No

**Hire in Groups:** Yes

**Maximum Group Size:**

**Grooming Requirements:**

No extreme hair colors or facial piercings. We are looking for students who take good care of themselves and take pride in their appearance and take the time to be professional in appearance for guests. Males with a beard should be neatly trimmed or clean shaven.

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Cell phones must be put away during work hours. We expect our associates to be focused on their jobs when they are at work. You may speak with your manager for further details.*

*Days off with friends are not guaranteed. Based on the schedule of the business and how busy it is, the weekly schedule may change and you must be prepared to work accordingly.*

*You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager. Failure to do so will result in a warning.*

*Overtime is possible, but NOT guaranteed and should not be expected. Overtime, if available, will be granted to employees who are hard working, show up for work on time regularly, are responsible and deserving of this opportunity.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library*

***Walking Distance from Housing:***

*Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library*