



Lafayette Hotels Waves Oceanfront Resort - Front Desk Agent

HOST INFORMATION

Company Description:

Waves Oceanfront Resort is located in the heart of Old Orchard Beach, Maine and the largest member of the Old Orchard Beach Collection of hotels by Lafayette Hotels. Our other hotels include the Ocean House, Sea View Inn, Kebek 3 Motel, the Gull Motel, and the Edgewater Motel. The Old Orchard Beach Collection has around 140 national and international employees making it an ideal place to have a true American Exchange experience while gaining challenging and rewarding work experience. We have monthly luncheons for our J-1 students and American staff. Our students love working here and a lot of our students return season after season! We work hard and students average over 40 hours throughout the summer but still have time to have a lot of fun! Old Orchard Beach is only 2 hours from Boston and 20 minutes from Portland, Maine. Old Orchard Beach is a busy, family-friendly resort location with over 100,000 national and international visitors every year.

Host Website: <http://oldorchardbeachhotels.com>

Site of Activity: Lafayette Hotels Waves Oceanfront Resort

Parent Account Name: Lafayette Hotels

Host Address: 87 West Grand Avenue Old Orchard Beach , Maine , 04064

Nearest Major City: Portland , Maine , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

Be the first friendly face guests meet when they arrive in Old Orchard Beach. As a Front Desk Agent you'll create great first impressions, help guests start their vacations smoothly, and act as the on-property concierge.

WHAT YOU'LL DO

- Greet and check guests in and out with a warm, professional presence.
- Make and manage reservations using the property management system for phone, website, and third-party bookings.
- Process payments accurately and handle billing questions.
- Answer guest questions, coordinate requests, and provide local recommendations and directions.
- Communicate with other departments to meet guest needs and resolve issues quickly and courteously.

WHAT YOU'LL GAIN

- Strong customer-service and hospitality experience working face-to-face with guests.
- Practical skills using a property management system and handling reservations across multiple channels.
- Experience in problem solving, multitasking, and teamwork in a busy front-of-house environment.
- Opportunities for cross-training and advancement within the property.

WHO SUCCEEDS IN THIS ROLE

- Friendly, professional, and service-oriented.
- Clear communicator with strong phone and in-person etiquette.
- Comfortable using computers and learning reservation software.
- Calm under pressure and able to multitask during busy check-in/out periods.

PERKS

- Meet people from all over and help shape memorable guest experiences.
- On-the-job training and supportive team culture.
- Valuable hospitality skills that transfer to many career paths.

Typical Schedule:

Hours will range for shifts at the front desk. Typical shifts during the summer months are 8 hours in length and the start and end times can range anywhere between 8am and 12 midnight.

Seasonal changes to job duties or available hours: Yes

Weekly hours will be different in the spring/fall than it will be during the summer. Our front desk closes overnight in the spring and fall and will stay open 24 hours during the summer months.

Drug Test required: No

COMPENSATION

Hourly Wage: \$16.5

Eligible for Tips: No

Estimated weekly wages including tips: \$660

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: 48

Potential fluctuation in hours per week:

Low hour weeks usually fall in our spring and fall seasons. High hour weeks typically come in our summer season.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Discounts at our on-site market and gift store. Use of amenities on property (without taking away use from paying guests), such as pools, gas grills, etc.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

Basic math skills, use of computers, and outgoing personality!

Job Training required: Yes

Length of job training:

Varies

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

You will learn how to make a reservation, check in a guest, check out a guest, answer the phone, cash out and complete your shift report, as well as learn about different attractions, events, activities, and restaurants in Old Orchard Beach.

Need to wear uniform: Yes

Uniform Policy:

We will provide company polo shirts to be worn at the front desk during any shift.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Jeans/denim pants or shorts, gym shorts, sweat pants, are not allowed during the summer season at the front desk. Other shorts, khaki pants, or plain colored (preferably black) leggings are allowed.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

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

Additional Details about Cultural Offerings:

-Employee luncheons at least once a month that introduces the classics of American taste.

-"International Day" where students can cook delicacies from their home country to share with the other students working for us.

-Attend a baseball game, "America's Favorite Past Time."

Local Cultural Offering:

The Old Orchard Beach Chamber of Commerce hosts several events each year which include events directly related to the Summer Work and Travel Program and many others that bring visitors to town to enjoy. You can visit their website for more information! <https://oldorchardbeachmaine.com/events/>

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:

The Waves has housing available for a limited amount of students. Each room will have a small refrigerator and full bathroom. Some rooms will house up to three students. Linens to the beds will be provided. Each student will be given a key to their room. No one else will hold a key to housing except for hotel management in case of emergencies. Students will have access to a common kitchen area where food can be cooked. Most housing is located directly next door at 71 West Grand Ave.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WiFi is available throughout the property

Phone Service: Yes

Description:

Students can use the phones at the front desk if needed to contact CIEE or anyone else in case of an emergency. Assistance by front desk staff will be provided if needed.

Kitchen facilities: Yes

Description:

There is a common kitchen available at housing.

Laundry facilities: Yes

Description:

The hotel has a coin operated laundry facility.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:

Housing areas will be co-ed. A majority of rooms will be single gender.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$130

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$50

Description:

Deposit will be paid in cash upon arrival and signing the rental agreement. Deposit is a cleaning fee for the end of the season

after student departs.

Housing Deposit Refundable: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Walking commute from next door

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: No

Bicycles are available to rent: Yes

Estimated cost: \$100

Total: Yes Per Day: No

Description: All roads in Old Orchard Beach are safe to bike on. It is important to be aware of surroundings as there is still traffic.

ARRIVAL INFORMATION

Arrival Instructions:

Arrival overview

The easiest way to reach Old Orchard Beach is to fly into either Boston Logan International Airport or Portland International Jetport. From Boston you can take the Amtrak Downeaster directly to Old Orchard Beach or ride a Concord Coach Lines bus to Portland and continue to Old Orchard Beach by taxi or rideshare. From Portland the trip to Old Orchard Beach is about 30 minutes by taxi or Uber; travel from Boston is roughly 2 hours by train or bus.

Travel planning and arrival window

Please email your travel itinerary to us no later than two days before you depart your home country so we can expect your arrival. We recommend arriving between 8:00 a.m. and 8:00 p.m. If you will arrive later than 8:00 p.m., notify us in advance so we can make special arrangements and avoid you being left stranded late at night.

Accommodations

We will have housing preassigned to you before your arrival and will check you into your housing when you arrive to the hotel. If you do not have housing arranged before you arrive or your housing is not ready yet, we can reserve a hotel room for you for a small fee so you have a place to stay immediately upon arrival.

Hotel contact and GPS address

Hotel phone: 207-934-4949 (you may call from an airport phone if needed)

Hotel address for GPS: 87 West Grand Avenue, Old Orchard Beach, Maine

Local transportation and appointments

We typically provide transportation to the Social Security office once a week. On other days you can use local public transit or a taxi/rideshare to reach the Social Security office from Old Orchard Beach.

Useful links and contact

Amtrak Downeaster schedules and fares: <https://amtrakdowneaster.com/>

Concord Coach Lines schedules and fares: <https://concordcoachlines.com/>

For questions or arrival details, email Josh at wavesj1visa@gmail.com.

Suggested Arrival Airport:

Portland International Jetport, PWM, Less than 25 miles

Boston Logan International Airport, BOS, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$25 to \$50

If arriving after regular hours:**Suggested After-Hours Accommodation:**

Best Western Merry Manor Inn
700 Main Street
South Portland , Maine 04106
merrymanorinn.com
207-774-6151
\$0 to \$25

Hilton Garden Inn Boston Logan Airport
100 Boardman Street
Boston , Massachusetts 02128
https://hiltongardeninn3.hilton.com/en/hotels/massachusetts/hilton-garden-inn-boston-logan-airport-BOSLOGI/index.html?SEO_id=GMB-HI-BOSLOGI
617-567-6789
\$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 approximately once a week to the Social Security office. If transportation by us is unavailable, there is local public transportation that will go to area of the Social Security office.

Nearest SSA Office: Saco , Maine , Less than 10 miles

Other:

Wage Payment Schedule:

Bi-weekly. Direct deposit is available and HIGHLY recommended.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Personal hygiene is a must. Tattoos, piercings, facial hair, etc. is allowed but must be appropriate and not interfere with any professional interaction with customers. Example, any tattoos displaying curse words would not be allowed.

Second Job Availability: Yes, likely

Applicable Company Policies:

On your feet: *Expect to be on your feet for most of your shift; wear comfortable, supportive footwear.*

Weather: *Maine weather changes quickly — it can be cool in spring and fall and very hot in summer. Pack layers and plan accordingly.*

Cell phone use: *Personal cell phones are not allowed during your shift.*

Smoking: *Smoking is permitted only in designated hotel and housing areas and only during approved, unpaid break times.*

Scheduling: *Your supervisor manages the schedule. Discuss any requested schedule changes with them in advance.*

Hotel amenities: *You may use hotel amenities (pool, grills, fitness room) when you are not working; do not interfere with paying guests' use.*

Employee discount: *You are eligible for an employee discount at the on-property market (West Grand Market) when it is open.*

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library, Barber/Hair Dresser

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library, Barber/Hair Dresser

In Town, Requires Transportation:

Food Market, Post Office, Bank, Restaurants, Public Library, Barber/Hair Dresser

Unavailable:

Shopping Mall