



Newport Hotel Group at Hyannis Harbor Hotel - Front Desk Agent

HOST INFORMATION

Company Description:

The **Hyannis Harbor Hotel** is located on the Hyannis Harbor waterfront. It is very close to Harborfront Village, Ocean Street and Main Street Hyannis which all offer many

- **beaches**
- **entertainment**
- **great restaurants**

Explore American History by visiting the John F. Kennedy Hyannis Museum or attend one of the many outdoor concerts held in the Cape Cod Melody Tent. Don't forget to take a short ferry ride to Nantucket and Martha's Vineyard (below) to see all the restaurants, beaches, and shopping they have to offer!

The hotel offers all employees opportunities to participate in **company-paid employee social events**, and gives them the potential to win:

- **awards**
- **incentives**
- **raffle prizes**

Hyannis also offers an abundance of summer activities such as

- **harbor cruises**
- **whale watches**
- **parasailing**
- **local collegiate baseball games**
- **jet skiing**

Host Website: <https://www.hyannisharborhotel.com/>

Site of Activity: Newport Hotel Group at Hyannis Harbor Hotel

Parent Account Name: Newport Hotel Group

Host Address: 213 Ocean Street Hyannis , Massachusetts , 02601

Nearest Major City: Boston , Massachusetts , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

The Front Desk Agent makes and confirms reservations, greets, registers and assigns rooms to guests through the use of the computer, issues room keys, answer guests' questions, establishes forms of payment and verifies guests' credit, keeps records of room availability and guests' accounts, posts charges for rooms, food, liquor or telephone calls, reviews account and charges with guests during the check-out process, computes bills, collects payments, cash handling and making change for guests, answers telephone calls, transmits and receives messages, and contacts housekeeping or maintenance staff when guests report problems. All other duties as required.

Employees must be capable of performing the following tasks:

- Strong English skills (written and oral), including written communication, over the phone, and in person.

- Detailed oriented in a fast paced and busy environment.
- Stand for the duration of shifts (at least eight hours).
- Lift/pull/carry up to 30 pounds and push up to 150 pounds.
- Efficiently and accurately handle American currency.
- Efficiently and accurately utilize the computer and telephone.
- Work quickly, in a group and independently.

Typical Schedule:

Work schedule is at least 5 days/week with shifts varying by day & work days varying by week to include Sat & Sun. No set schedules & employees must be available to work nights, weekends & holidays.

Drug Test required: No

COMPENSATION

Hourly Wage: \$20

Eligible for Tips: No

Estimated weekly wages including tips: \$700

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:

Weekly wages vary based on business demands, weather & economic circumstances. Typically more hours are available during July/August. Additional hours available if willing to cross train in other jobs

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

Overtime Policy:

Yes, paid after 40 hours

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Front Desk Agents will be required to stand throughout their shifts (at least eight hours). In addition, lift, pull and/or carry up to

30 pounds and push up to 150 pounds on a daily basis.
Standing for entire shift

Job Training required: Yes

Length of job training:

Varies based on individual's experience

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

A scheduled move in date and time will be provided in advance. If participants arrive prior to this scheduled date and time, overnight accommodations will be their responsibility.

Need to wear uniform: Yes

Uniform Policy:

Employees must purchase and wear khaki pants, brown belt, white socks, and white closed toed, closed heeled sneakers. Any logos must be all white. Employees will be provided with a uniform shirt at no cost to them.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Washing uniform after use, regular bathing & using deodorant are necessary. No visible tattoos, facial piercings or ear cuffs. One conservative styled, small earring is acceptable in each earlobe. Moderate cosmetics & clean/trimmed fingernails. Hair needs to be a natural color (no pink, etc.) neat/clean & pulled away from face & eyes. No overbearing perfumes/colognes. Men need to have a neat, trimmed, clean shaven appearance & hair trimmed above the collar. Beards need to be kept neat & trimmed.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Potlucks or Dinners, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

Events & meetings throughout the season with free prizes, gifts & great food. Employee outings include Boat Tours, Baseball Games, & Museums.

Local Cultural Offering:

Over 100 miles of beaches with opportunities for surfing, snorkeling, & swimming. Whale & dolphin watching along with hiking & biking beachfront landscapes. Multiple museums, national seashores & wildlife refuges to explore. Ferries to nearby islands with lovely towns & beaches

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:

Limited shared seasonal housing may be offered and optional on a first-come, first-serve basis. Cost of housing, if available, is typically \$150.00 per week but it can vary based on locations and number of occupants. If used, total cost of housing will be paid directly to employer or rental unit by employee. Participants are not required to stay in provided rental units and may choose to find alternative housing. If interested in our housing, participants are responsible for paying the weekly rent, details will be provided by their supervisor upon arrival. Unfortunately, the hotel cannot guarantee roommate requests, although each request will be considered. Participants will share a room with other participants of the same gender only. Rooms are not co-ed. Each unit will include a bed, chest of drawers, closet, and limited cooking facilities. Furniture, utilities, WiFi, reliable cellular service, and one set of linen and terry is also included with each unit. There are options for laundry facilities nearby. Participants will sign their rental agreement before they move in on the pre-scheduled move in date and time. If participants arrive prior to this scheduled move in date, overnight accommodations will be their responsibility. Participants are able to earn a refund incentive of \$25.00 per week worked should they perform at a satisfactory level, fulfill the dates listed on their job offer, and return housing in the condition it was received (clean, neat, organized, etc.). That refund will be given upon the completion of the job and at the discretion of the employer.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WiFi will be provided at each employer rental unit.

Phone Service: Yes

Description:

There will be a reliable cellular service at each employer rental unit.

Kitchen facilities: Yes

Description:

Shared kitchenettes are available for cooking meals. Participants should be mindful of what is placed in the microwave to avoid overheating.

Laundry facilities: Yes

Description:

There are a few laundry facilities with a 5-10 minute walk from the rental units.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Unfortunately, the hotel cannot guarantee roommate requests although, each request will be considered. Participants will share a room with other participants of the same gender only. Rooms are not co-ed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$150

Housing Cost Deducted from Paychecks: No

Description:

Participants are responsible for paying weekly rent. Upon arrival, their supervisor will provide additional details.

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Housing is located next to the hotel and easily accessible by walking

ARRIVAL INFORMATION

Arrival Instructions:

There are two options for your travel to Hyannis, MA. The two closest airports to Hyannis, MA are: Boston Logan International Airport (BOS) T.F. Green Airport (PVD)

Unfortunately, the hotel does not provide transportation to and from the airport.

If participants are flying into Boston Logan International Airport, it is recommended to use Peter Pan Bus Lines or the Plymouth Brockton Bus Lines. They provide service to/from the Boston Logan Airport. More information can be found at (<https://peterpanbus.com/routes/hyannis-to-logan-bus> and <https://www.p-b.com/schedules/>).

If participants are flying into T.F. Green airport, it is recommended to also use Peter Pan Bus Lines. They provide service to/from T.F. Green Airport. More information can be found at (<https://peterpanbus.com/>).

Each participant needs to coordinate their arrival with the scheduled move in date and time that the the company representative will provide by email. A company representative will contact participants in advance to provide their contact information, additional details, and to schedule a date and time for move in and New Hire Orientation.

Suggested Arrival Airport:

Boston Logan Airport, BOS, Over 50 miles

T.F. Green Airport, PVD, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$75 to \$100

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

DoubleTree by Hilton Boston Logan Airport Chelsea

201 Everett Ave

Chelsea , Massachusetts 02150

<https://doubletree3.hilton.com/en/hotels/massachusetts/doubletree-by-hilton-boston-logan-airport-chelsea-BOSACDT/index.html>

617-884-2900

\$100 to \$150

Homewood Suites by Hilton Boston Logan Airport Chelsea

145 Beech Street

Chelsea , Massachusetts 02150

https://homewoodsuites3.hilton.com/en/hotels/massachusetts/homewood-suites-by-hilton-boston-logan-airport-chelsea-BOSBSHW/index.html?SEO_id=GMB-HW-BOSBSHW

617-660-9110

\$100 to \$150

Hampton Inn and Suites Providence/Warwick-Airport

2100 Post Road

Warwick , Rhode Island 02886

<https://hamptoninn3.hilton.com/en/hotels/rhode-island/hampton-inn-and-suites-providence-warwick-airport-WRWHSX/index.html>

401-739-8888

\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Details will be provided 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:

Upon arrival, WAT participants will need to register their United States address in the Student and Exchange Visitor Program (SEVIS). Registration in SEVIS must happen within 10 days of arrival into the United States. Failure to register in SEVIS will result in cancellation of participant visa, making it illegal to work in the United States. Participants' sponsor organization is available to help answer questions during the program. Participants should refer to their sponsor letter or DS-2019 form for contact information. The Human Resources Department will arrange a trip to the Social Security office in Hyannis, MA, so participants can apply for a Social Security card. Original documentation must be brought to the office. WAT participants should wait a few days after arriving and registering with SEVIS (Student and Exchange Visitor Information System) before going to the Social Security Office. The cards will be mailed to the hotel to ensure each participant receives them.

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

Other:

Wage Payment Schedule:

Participants will be paid with a weekly paycheck.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All employees are required to follow the company's appearance policy. WAT participants should dress in a professional manner and abide by the company standard for hygiene. This means they should be groomed, clean, neat and do not have any visible tattoos or facial piercings (ears are OK). Participants' hair should be a natural color (no pink, blue, green, etc.) and should not wear overbearing perfumes or colognes. Men are to have a clean shaven face and women are to wear their hair tied back.

Second Job Availability: Yes, likely

Applicable Company Policies:

Employee lockers are available for employees to store personal items during their work shift.

The hotel operates 24 hours a day, 7 days a week. All full time staff members must be available to work nights, weekends, and holidays. The hotel does not provide set schedules, meaning employees' shifts will vary every week based on the hotel's business demands. For example, WAT participants may have Monday and Tuesday off one week, and Wednesday and Friday off the next. The hotel cannot guarantee participants will have days off with their friends. Schedules will be determined based on business needs and how busy it is. All employees must abide by the company's attendance and electronics policy. Employees are expected to show up to all shifts on time. If participants think they will be late for a shift, or need to call out from a shift, they need to speak directly with their manager. If employee are unable to follow the attendance policy, disciplinary actions may take place including a verbal or written warning. All employees are prohibited from using cell phones.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Bank, Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Bank, Restaurants, Internet Cafe

In Town, Requires Transportation:

Shopping Mall, Post Office, Fitness Center, Public Library