



Newport Hotel Group at North Conway Grand Hotel - Front Desk Agent

HOST INFORMATION

Company Description:

The **North Conway Grand Hotel** is located in the heart of the White Mountains in New Hampshire. It is in close proximity to:

- 7 mountain adventure resorts
- 10 state parks
- several lakes
- waterfalls
- unique geologic formations

There are more than 100 national brand-named **outlet and specialty shops** a short distance from the North Conway Grand Hotel.

Don't forget to visit **Mt. Washington** - the highest peak in the northeastern United States at 6,288.2 ft and the most topographically prominent mountain east of the Mississippi River.

The hotel offers all employees a **complimentary meal** for every shift worked and **company-paid employee social events** with potential for

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

North Conway also offers an abundance of summer outdoor activities such as:

- **biking**
- **hiking**
- **horseback riding**
- **tram riding**
- **rafting**

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

Site of Activity: Newport Hotel Group at North Conway Grand Hotel

Parent Account Name: Newport Hotel Group

Host Address: 72 Common Court North Conway, New Hampshire, 03860

Nearest Major City: Portland, Maine, 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:

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

Need to wear uniform: Yes

Uniform Policy:

Employees must purchase and wear black pants, black belt, black socks, and black closed toed, closed heeled sneakers. Any logos must be all black. 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, Holiday Events, Shopping Trips, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Potlucks or Dinners, Trips to Nearby/Major Attractions, Sporting Events, Trips to Major City

Additional Details about Cultural Offerings:

Events & meetings with free prizes, gifts & great food. Employee outings to local attractions such as Chutters Candy Store with the world's longest candy counter along with mini golf with waterfalls & caves.

Local Cultural Offering:

Hiking excursions with over 1,200 trails. Horseback Riding along riverfronts & mountains. Mountain biking with downhill and cross country trails. Climbing & ziplines with popular areas being Cathedral Ledge and Whitehorse Ledge. Canoeing, kayaking tubing & rafting along the Saco River.

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

Laundry facilities: No

Description:

There are a few laundry facilities nearby the rental units.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 2 - 3

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 their 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 within walking distance to the hotel.

ARRIVAL INFORMATION

Arrival Instructions:

Prior to arrival, a welcome email will be provided with information regarding arrival details, the area, and other useful information. Each participant will be provided with a scheduled move in date and time. Participants must make their travel arrangements to be promptly available for these scheduled dates/times. If participants arrive outside of the scheduled date/time they will be responsible for their own overnight accommodations.

Suggested Arrival Airport:

Portland International Airport, PDX, Over 50 miles

Boston Logan Airport, BOS, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$50 to \$75

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?SEO_id=GMB-DT-BOSACDT

617-884-2900

\$100 to \$150

Hampton Inn Portland - Airport

171 Philbrook Avenue

South Portland , Maine 04106

https://hamptoninn3.hilton.com/en/hotels/maine/hampton-inn-portland-airport-PWMMEHX/index.html?SEO_id=GMB-HP-PWMMEHX

207-773-4400

\$150 to \$200

Holiday Inn Express & Suites South Portland

303 Sable Oaks Drive

South Portland , Maine 04106

https://www.ihg.com/holidayinnexpress/hotels/us/en/south-portland/pwmex/hoteldetail?cm_mmc=GoogleMaps_-EX_-US_-PWMEX

207-775-3900

\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

A Human Resources representative will contact candidates prior to arrival with directions on what needs to be completed.

Social Security Number:

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

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 Littleton, NH, 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: Littleton , New Hampshire , Less than 50 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:

WAT participants need to abide by the company standard for hygiene. Washing uniform, regular bathing and use of deodorant is a necessary standard. Participants should dress in a professional manner. They should be groomed, clean, neat and not have any visible tattoos or facial piercings (ears are OK). Participants' hair should be a natural color (no pink, 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 are expected to 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 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 participants 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, Shopping Mall, Bank, Restaurants, Internet Cafe

Walking Distance from Housing:

Food Market, Shopping Mall, Bank, Restaurants, Internet Cafe

In Town, Requires Transportation:

Post Office, Fitness Center, Public Library