



Norwich Inn - Housekeeper

HOST INFORMATION

Company Description:

The Norwich Inn is a historic, full-service Vermont country inn located in Norwich, near Dartmouth College, just across the river from Hanover, New Hampshire.

An Inn has been on the Main Street site since 1797; the current Victorian Structure since 1890. This Dartmouth hotel is proud to offer 38 guest rooms, a Pub & Dining Room known as Jasper Murdock's Alehouse and a Microbrewery featuring hand-crafted English Ales, sold only on site.

We are a small family owned company with 30 employees. May through October are the busiest times of the year. Being in Vermont there are plenty of seasonal recreation activities in the area such as hiking, kayaking, biking etc. We are located right off of the Appalachian trail so we have guests that are through hikers and the ability to do day hikes on the trail. This is a small quaint New England town with plenty to do in multiple directions. Woodstock/Quechee and Stowe/Waterbury are short drives from the Inn. Hanover New Hampshire is within walking distance and offers shopping, restaurants and cultural activities. Boston is a 2 hour drive and there is bus transportation from Hanover NH. NYC is a 4 1/2 hour drive and there is also bus transportation from Hanover NH.

Host Website: <http://www.norwichinn.com>

Site of Activity: Norwich Inn

Parent Account Name: Norwich Inn

Host Address: 325 Main Street Norwich , Vermont , 05055

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

PLACEMENT INFORMATION

Job Description:

Housekeepers efficiently care for and prepare guest rooms while providing high attention detail. Work is conducted independently and in a partner or team format. They are responsible for regular renewing, refreshing, straightening, cleaning, clearing, and sanitizing of accommodations. Additionally, linens and other laundry are collected, transported, washed, folded and stored. The position is physically demanding and fast pace. There is some heavy lifting involved and could be up to 50lbs. but not on a daily basis.

Ideal applicants are detailed, organized and fast paced.

If occupancy is low there may be a need to utilize housekeepers to wash dishes in the restaurant kitchen and perform other maintenance duties such as painting.

Typical Schedule:

The hours will typically be 8am to 5pm. We are open 7 days a week so you will be scheduled 5 days a week with 2 days off. Those days off could change from week to week depending on room counts.

Drug Test required: No

COMPENSATION

Hourly Wage: \$18

Eligible for Tips: Yes

Tips are split between all housekeepers that work and are divided up at the end of each shift. Tips are paid in cash. They usually range from \$5 to \$20 per housekeeper per day.

Estimated weekly wages including tips: \$720

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 40

Estimated maximum number of hours per week: 50

Potential fluctuation in hours per week:

Hours worked will be based on occupancy. We will always be able to find 40 hours of work for these positions and there may be times Overtime is offered

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

50% discount on food & beverage when restaurant is open during work shift, 25% discount when not working. Discounted Room Rates of 50% at the Inn for Friends or Family based on availability

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Not necessary each shift. There will be times where orders will need to be put away or laundry will need to be carried upstairs. Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

2 weeks

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Logo T Shirt and Black Pants. We would provide the t shirt free of charge. Black pants should be provided by employee, should be comfortable business casual black pants, no jeans or workout pants.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Holiday Events, Shopping Trips, Company Parties

Additional Details about Cultural Offerings:

The Norwich Inn is located in the Upper Valley of Vermont and New Hampshire. We are 1 mile from many cultural activities such as Museums, theater, art, and music programs at Dartmouth College. There are many free activities offered throughout the area as well. Close to Boston, holiday celebrations!

Local Cultural Offering:

Cultural activities around the area include:

Art, music, festivals all right in the town of Hanover and Norwich.

Quick Trips to Boston!

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

Employer-owned or employer-arranged housing description:

Norwich Inn will be renting an apartment for you for the entirety of your stay. The housing will be within safe biking distance of the Inn and will include bedroom, kitchen and bathroom. Rent will be \$175 per week. TV, Bedding, Utensils, will be provided. The house will not have a fitness center but we do have one at the Inn that is available for use.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

WiFi available

Phone Service: Yes

Description:

Cell service or WiFi

Kitchen facilities: Yes

Description:

Use of kitchen at apartment

Laundry facilities: Yes

Description:

Use of laundry.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 1 - 2

Rooming Arrangement Description:

Rooms are not co-ed but house could be.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$175

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$0

Description:

No deposit needed.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

No deposit needed

Details About Deposit Refund:

No deposit required.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Walking distance, half a mile, sidewalk. The Inn is right on main street.

ARRIVAL INFORMATION

Arrival Instructions:

We recommend that you fly into Boston Logan International Airport (BOS) and take a bus or train to Hanover NH via The Dartmouth Coach. <https://dartmouthcoach.com/> The trip usually costs around \$40 and takes about 2 hours. Very good bus service, clean, safe, wifi in the bus, and picks you up right at the airport!

You can arrive on any day and time. Just inform us what your arrival date and time will be and we will have transportation to your housing location from Hanover. We would prefer to have arrival information at least 3 weeks in advance. Contact Dave Burtonbush with arrival information at Dave@Norwichinn.com.

Suggested Arrival Airport:

Boston Logan International 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:

The Norwich Inn
325 Main St.
Norwich, Vermont 05055
<http://norwichinn.com>
18026491143
\$0 to \$25

Hilton Boston Logan Airport
1 Hotel Drive
Boston, Massachusetts 02128
\$100 to \$150

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:

Transportation to and from Social Security Office will be provided by us shortly after arrival.

Nearest SSA Office: Montpelier, Vermont, Over 50 miles

Other:

Wage Payment Schedule:

Bi-weekly by check or direct deposit

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Specific dress codes apply depending upon where you work at the Inn. Kitchen: All employees are provided with uniforms; a hat is required during kitchen shifts. Closed toe shoes are required and loose hanging jewelry is prohibited. Housekeeping: Logo'd tee or

baseball shirts, clean, comfortable shorts or pants and running shoes or sneakers are acceptable. Footwear should be closed toed.

Second Job Availability: Yes, likely

Applicable Company Policies:

- **Time clock and Schedule** When you arrive, you should clock in on the POS system computer. Each associate is assigned number which is to be used when clocking in. You should clock in on the computer at the beginning of your shift. If you clock in before you are scheduled to work, your pay will be based on when you are scheduled unless requested by your manager to come in early. All errors in clocking should be brought to the Innkeeper's attention.
- **Pay Period:** Our pay period runs from Monday to Sunday, every two weeks. You may pick up your paycheck as of the Thursday following the Sunday pay period end. Direct deposit is available; ask the Innkeeper if you wish to sign up.
- **Overtime:** You become eligible for overtime for hours in excess of 40 hours during a Monday to Sunday time frame. The Innkeeper or applicable department head must approve overtime. Overtime is paid at a rate of 1.5 times your regular rate of pay. If you work in multiple departments, the overtime will be based on the department where the overtime occurred. Overtime rates of pay are paid to associates of the Inn who work the following holidays: New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day.
- **Employee Meals and Discounts:** A "Staff Meal" is provided for each shift at designated times (approximately 11:30 am and 4:30 pm, times may vary due to restaurant/event business). Staff lunch will be available in the server fridge Monday-Thursday. Friday-Sunday lunch and all evenings, the staff meal will be put out in the warming window or counter below. You must be present during the time the meal is offered to get this benefit. We make every effort to provide a balanced, nutritious meal for our employees, however, you are welcome to bring in your own lunch or dinner if preferred. A 25% discount on food only is available to you and a guest when you dine at the Inn. If you have friends or family visiting the area and they want to stay at the Inn, we will offer a
- "Friends and Family" discount of 50% off the rack room rate for the particular accommodation. This is subject to availability and will not be offered during busy periods. Please check with the Innkeeper when requesting such reservations. Notes: (1) If you choose to not partake of the scheduled Staff Meal and later order off the menu, you will be required to pay the normal price, less the 25% discount. (2) Meal discounts are for Friends & Family when they are dining with an employee. (3) The Friends & Family room rate can apply to former employees as "friends" but are subject to availability. Any lesser rate needs to be approved by the Innkeeper. (4) If a current employee needs to stay at the Inn at management's request (so they can get to work during a snowstorm, for example), the room will be complimentary. (5) If a current employee needs to stay at the Inn for personal reasons, they are eligible for the Friends and Family rate according to the policy.
- **Smoking Policy:** The Norwich Inn is a "Vermont Green Hotel" and smoking is prohibited inside the Inn public spaces and guest rooms. Smoking on Inn property is a privilege and not an entitlement. Smoking rules must be strictly adhered to or this privilege may be revoked. Associates may smoke outdoors in the designated area next to the kitchen or behind the Brewery. Breaks and
- **Personal Phone Calls and use of the Lobby Computer:** You are entitled to breaks during your shift. Please consult with your supervisor to determine the protocol for your department. The use of an Inn telephone to contact family and significant others about matters of importance is acceptable. **Cell phones are to be kept in your car or purse—not on your person while working.** If necessary, you can check your cell phone while your break. The computer in the "phone booth" in the lobby is for our guests only. If you have some urgent business to conduct on line, ask your supervisor before using the computer. Employment at Will We reserve the right to terminate a staff member at any time. Neither completion of an employment application or receipt of this manual implies a contractual agreement between you and the Inn..
- **Discipline:** Should it become necessary to correct your work performance, you will be addressed verbally and/or in writing. When appropriate, a written warning will be prepared and placed in your file. You may be asked to sign such a warning document. Termination Should you decide to terminate your employment, please give us at least 2 weeks notice. Upon departure, you will be required to return any items that are property of the Inn which may have been provided to perform your job. Staff Meetings Periodically, it is necessary to hold a staff meeting to discuss the business of the Inn. Attendance is mandatory. Please clock in and out for the time of the meeting—you will be paid for attending.
- **Harassment:** There is no tolerance for harassment at the Norwich Inn. The term "harassment" means any intentional actions which makes the workplace intimidating and adversely affects a positive work environment. Harassment usually comes in the form for unwelcome behavior such as slurs, unwanted physical contact, sexual remarks, advances and insults. If you believe you have been harassed, please notify the Innkeeper or owner immediately.
- **Securing of Personal Property-**The Inn does not provide a locker or otherwise secure plan to stow personal valuables. Please be advised not to bring your valuables into the Inn. We cannot be responsible for the loss of any personal items or money.
- **Customer Satisfaction Surveys** Customer satisfaction is a critical factor in the success of the Inn. We conduct a comprehensive on line customer satisfaction survey of guests that have stayed at the Inn.
- **Policy on serving alcohol at the Norwich Inn** It is our policy that all guests of the Norwich Inn will serve alcohol in a safe manner in accordance with the laws of the state of Vermont. All food and beverage service staff will be trained by the local Liquor Control Investigator every two years and will be knowledgeable of alcoholic limits and statues before starting a shift serving alcohol. The fundamentals of the Policy are as follows:· No alcohol shall be sold or furnished to a customer under the age of 21. If there is any doubt about a customer's age, insist on seeing a valid ID.· No alcoholic beverages shall be sold, furnished or consumed to/by a person displaying signs of intoxication from alcohol and/or other drugs/substances. No person displaying signs of intoxication shall be allowed to stay on or enter the licensed premises.· No one shall serve alcohol after legal hours. We must stop serving by 1 AM

and no one is to be drinking after 1:30 AM.· No one shall serve alcohol to someone who you believe would be “under the influence” as a result of the amount of alcohol that they were served.· We can refuse to sell alcohol to any person for any reason.The fundamentals above will serve as a general guide to serving behavior.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

In Town, Requires Transportation:

Shopping Mall