



Olympia Companies The Lodge at Schroon Lake - Guest Service Representative

HOST INFORMATION

Company Description:

In the Adirondack Region, the summers are comfortable and partly cloudy. The Adirondacks typically experience pleasantly warm, rainy weather in the summer (June–August), with temperatures in the range of 66 –73 °F. (19 –23 °C.)

Seasonal Activities:

- *Explore and hike one or as many as you can of the Adirondacks 46 High Peak Mountains in the area. These are mountains all above 4,000 feet in elevation.*
- *Swimming, Kayaking, and Canoeing. Enjoy the lake life!*
- *Explore the Stone Bridge - The largest marble cave in the eastern U.S*

Staff Perks:

- *Onsite housing. (\$.60 per hour worked.)*
- *Shift Meals.*
- *Employee Softball team.*

The Locale:

- *Lake with amazing beach access.*
- *Lake George Outlets and Six Flags Amusement Park.*
- *Lake Placid Museums and Olympic sites .*

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

Site of Activity: *Olympia Companies The Lodge at Schroon Lake*

Parent Account Name: *Olympia Companies Management*

Host Address: *210 Registration Way Schroon Lake , New York , 12870*

Nearest Major City: *Lake George , New York , Less than 25 miles away*

PLACEMENT INFORMATION

Job Description:

Guest services maximizes revenue and creates value by providing excellent customer service. This includes effective reservation sales, handling all guest accounts efficiently and accurately, and assisting in all phases of guest experience such as check-in, check-out, and problem resolution.

Job duties include but are not limited to the following:

Welcome and check-in guests in a friendly and efficient manner, demonstrate excellent customer service and phone etiquette

Accountable for assigned cash drawer(s) and cash balances (make correct change)

Answer and transfer calls in timely (preferably 3 rings) and courteous fashion

Manage all aspects of the reservations process (process room reservations, secure deposit and send confirmation); use suggestive selling techniques, stay abreast of local rates, in-house strategy, group and special rate plans and packages, available inventory, etc.

Monitor reservations e-mail account; reply to e-mail correspondence in a timely, courteous, and professional manner; process e-mail requests/reservations accordingly

Understand how to check room availability and housekeeping/maintenance status, ensure against overbooking, and that guests are provided an inspected room

Maintain full knowledge of all room types, features, locations, rates

Verify accuracy of information in property management system by entering data correctly and checking daily arrivals

Effectively handle all guest inquiries, requests and complaints; confirm guest needs have been met; timely alert manager on duty to any unresolved complaints

Communicate effectively with all departments

Develop a working knowledge of local attractions, business locations, and points of interest

Review daily activities and groups, communicate details with co-workers and guests as needed

Direct traffic inside the hotel with vendors, overnight guests, employees, meeting attendees, restaurant/ lounge guests, visitors

Typical Schedule:

weekends, holidays and be flexible with schedule.

Drug Test required: No

COMPENSATION

Hourly Wage: \$18

Eligible for Tips: No

Estimated weekly wages including tips: \$720

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:

seasonal business levels vary during start up period in May into early June. Thereafter is considered peak season.

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

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: 50lbs/22kgs

Description:

• Moderate lifting waist to shoulder while performing duties, i.e. lifting trays on shoulder • Moderate push/pulling while performing duties, i.e. carts with food.

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

1 week and on going

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

You will be trained.

Need to wear uniform: Yes

Uniform Policy:

Uniforms and standards will be reviewed at the time of hire with your manager

Cost of uniform: \$0

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

Uniforms and standards will be reviewed at the time of hire with your manager

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Karaoke Nights or Talent Shows, Movie or Game Nights, Shopping Trips, Trips to Major City, Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

- *Company Staff parties*
- *Holiday Staff parties*
- *Karaoke and game nights*
- *Bonfires and smores*
- *Shopping trips*
- *Trips to Lake Placid*

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:

Shared room with one or two roommates (requests taken but not guaranteed) Linens provided Mini fridge in each room Employee lounge with TV and games in employee housing area and in Main Lodge Employee kitchen with stove and microwave, hot plates and rice cooker in lounge area Employee fitness room

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

WiFi available

Phone Service: Yes

Description:

Reliable cell service and land lines

Kitchen facilities: Yes

Description:

Stove, microwave, hot plates and rice cooker in lounge area

Laundry facilities: Yes

Description:

Free laundry facilities on site

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:

Floors are co-ed Shared bathroom with roommates Requests can be made for roommate

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$30

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

Deposit is due upon arrival

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Housing deposit is refundable upon completion of work dates and housing being left in acceptable conditions.

Details About Deposit Refund:

Deposit will be returned in full providing final housing walk through/inspection is good and there is no damage to the residence.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Housing is onsite

ARRIVAL INFORMATION

Arrival Instructions:

Albany International Airport (ALB)

We recommend that students fly into Albany International Airport (ALB) and take a bus to Schroon Lake, NY (approximate travel time 2-2.5 hours). The cost of a one-way bus ticket will be about \$30.00. The Trailways Bus (<https://trailways.com/>) arrive at the Schroon Lake Bus stop. Students MUST email their arrival information to Samantha Mulvihill, HR Manager smulvihill@lodgeatschroonlake.com at least 1 WEEK prior to arrival to the United States.

John F Kennedy International (JFK) & Newark Liberty International (EWR)

If students fly into JFK or EWR they take a bus or train from the airports to New York Penn Station. From Penn Station they will need to take

a bus to Schroon Lake, NY (approximate travel time 4.5-5 hours). The cost of a one-way bus ticket will vary. The Trailways Bus (<https://trailways.com/>) arrive at the Schroon Lake Bus stop. Students MUST email their arrival information to Samantha Mulvihill, HR Manager smulvihill@lodgeatschroonlake.com at least 1 WEEK prior to arrival to the United States.

Suggested Arrival Airport:

Albany International Airport, ALB, Over 50 miles

John F. Kennedy International, JFK, Over 50 miles

Newark Liberty International Airport, EWR, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Sure Stay Plus By Best Western

200 Wolf Road

Albany, New York 12205

[https://www.bestwestern.com/en_US/book/hotel-search.55086.html?](https://www.bestwestern.com/en_US/book/hotel-search.55086.html?propertyCity=Albany&propertyCountry=United+States&propertyState=New+York)

[propertyCity=Albany&propertyCountry=United+States&propertyState=New+York](https://www.bestwestern.com/en_US/book/hotel-search.55086.html?propertyCity=Albany&propertyCountry=United+States&propertyState=New+York)

518-458-1000

\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Students can apply online. <https://secure.ssa.gov/ossnap/public/landingOSSnap> We will provide transportation to Social Security Office.

Nearest SSA Office: Glen Falls, New York, Less than 50 miles

Other:

Wage Payment Schedule:

Weekly paid check. Direct deposit.

Meal Plan: Mandatory

Estimated Cost Per Day: \$5

Meal Plan Description:

Free shift meal. Additional meal cost \$5.00

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Neutral hair color No face tattoos Uniform shirts provided Non slip shoes (employee purchased- discount provided)

Second Job Availability: Yes, likely

Applicable Company Policies:

Smoking area provided for employees near housing.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library, Movie Theater

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library, Movie Theater

In Town, Requires Transportation:

Shopping Mall

Unavailable:

Internet Cafe