



## Lafayette Hotels Fisherman's Wharf - Front Desk Clerk

### HOST INFORMATION

**Company Description:**

*Welcome to Fisherman's Wharf Inn!*

*We are located right on the shore of Boothbay Harbor. Nestled comfortably on the shores of the Atlantic, we are a 54 room hotel located in the heart of Boothbay Harbor, Maine within walking distance to the adventurous boat trips, local restaurants and local shops that make Boothbay Harbor unique and fun. With such proximity to the harbor, activities such as sailing and whale watching are convenient and sometimes the charter boats will let students ride for free if there are any available seats!*

*You will also receive a 50% discount on all meals you have, when working, at our restaurants. There is no smoking allowed on the employer grounds so we prefer students who are non smokers apply for our jobs.*

*We provide housing for all of our students at the Seagate Motel which is centrally located a 5 minute walk to the supermarket and pharmacy and 10 minute walk from work. The town provides bikes for the summer for all students so you can better get around town.*

*We have several properties around town so there is potential to work in different areas, and at different locations, so that you can see how a business operates on many different levels. We love having J-1 students in our community and want you to have a fun summer here in Boothbay.*

*We'll make sure to let you know what there is to do locally and we will have a number of get togethers and day trips throughout the season.*

**Host Website:** <http://www.fishermanswharfinn.com>

**Site of Activity:** Lafayette Hotels Fisherman's Wharf

**Parent Account Name:** Lafayette Hotels

**Host Address:** 22 Commercial St Pier #6 Boothbay Harbor , Maine , 04538

**Nearest Major City:** Brunswick , Maine , Less than 25 miles away

### PLACEMENT INFORMATION

**Job Description:**

*The Front Desk Clerk will learn front office skills within a professional environment. You will be responsible for the guest registration process and communication of hotel services and promotions. This is a highly visible role and gives the opportunity for casual conversation and has a direct impact on creating the guest experience. Guest service skills will be developed and refined and participants will gain knowledge of front office operations within the department.*

*Job duties include working in our reception area greeting guests, handling reservation requests on the telephone, check-in, check-out, processing deposits and payments and providing guests information and suggestions about the local area. Excellent English language skills are required due to heavy guest interaction and telephone reservations.*

*No cell phones are allowed during work hours. If there is an emergency, students will be permitted to use the front desk phone.*

**Typical Schedule:**

Must be able to work weekends, holidays and evenings. The schedule will be 5-6 days per week. Shifts may be daytime (7am-3pm), afternoon (12pm-7pm) or evening (3pm-10pm).

**Seasonal changes to job duties or available hours:** Yes

You may be asked to work in other job areas within the property, for example during slow times when there are not a lot of guests you may be asked to help with laundry, cleaning the lobby area, etc.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$16

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$560

**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:**

More hours are available in July, August and September, fewer hours in May and June.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Overtime is possible, but NOT guaranteed Employees may receive a 50% discount on food purchased in the restaurant while they are working. They may receive a 25% discount when they are not working.

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Standing for entire shift

Other qualifications or conditions

Description:

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have excellent customer service skills, the ability to multi-task in a fast paced environment, and have a high degree of computer skills. Fluent English language skills required due to extensive customer interaction in person and by telephone. Must be able to speak proper English with customers, both in person and on the telephone. Must be comfortable interacting with customers, speaking English on the job and making eye contact.*

**Job Training required:** Yes

*Length of job training:*

*1 week*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

*Uniform shirts will be provided. You must bring your own khakis or navy blue knee length shorts or slacks (no jeans). Shoes must be closed toed and non-slip.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniform shirts will be provided. You must bring your own khakis or navy blue knee length shorts or slacks (no jeans). Shoes must be closed toed and non-slip.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

*Description:*

*Uniform shirts will be provided. You must bring your own khakis or navy blue knee length shorts or slacks (no jeans). Shoes must be closed toed and non-slip.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Company Parties, Potlucks or Dinners, Shopping Trips, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Windjammer Days festival*

**Additional Details about Cultural Offerings:**

*We think it is important to enjoy the area and learn the local culture! You will find boat tours, sea kayaking and other waterfront activities. There are hiking trails, botanical gardens, farmers markets, historic attractions and more. In the downtown there are shops, galleries and restaurants.*

**Local Cultural Offering:**

*In June, the annual Windjammer Festival is a local and tourist favorite with a fantastic fleet of ships under sail. Watch as the beautiful windjammers sail in to Boothbay Harbor. Enjoy fireworks, a street parade, music in the town Whale Park, and meet a friendly group of pirates. Fun for all ages!*

## 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:**

Staff housing is located at the Seagate Motel, 138 Townsend Avenue, Boothbay Harbor. It is a 5 minute walk to the supermarket, a 7 minute walk to the pharmacy and a 10 minute walk to your job. The rooms are converted motel rooms and have a private bath, A/C and a small refrigerator. The rooms accommodate 2-3 students. Linens are provided. There is free wifi, a shared kitchen, a coin operated laundry and swimming pool on site.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Wifi

Phone Service: Yes

Description:

Cell phone, hotel phone or internet

Kitchen facilities: Yes

Description:

Community kitchen

Laundry facilities: Yes

Description:

Coin operated laundry

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Generally housing is not co ed unless requested. We do allow and encourage friends to live together.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$125

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$150

Description:

Housing Deposit will be deducted from your first paycheck

Housing Deposit Refundable: Yes

*Conditions for Deposit Refund:*

*At the end of the season the housing deposit will be refunded following final room inspection*

*Details About Deposit Refund:*

*Final pay check*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: .5 miles*

## ARRIVAL INFORMATION

**Arrival Instructions:**

*After arriving in Boston Logan Airport you will want to take a Concord Trailways bus to Portland, Maine. If the timing of your flights does not work with the bus schedule you can also take the Downeaster Train to Brunswick. We will work with you to help find the best itinerary based on your flight times.*

*<https://concordcoachlines.com>*

*<https://amtrakdowneaster.com>*

*After you have been in the country long enough we will coordinate trips to the social security office.*

*The travel time from Portland to Boothbay is about 1 hour and 15 minutes.*

*It is important we communicate well leading up to your travel date and on your travel date with any updates to coordinate your pick up!*

**Suggested Arrival Airport:**

*Boston Logan, BOS, Over 50 miles*

*Portland International Jetport, PWM, Over 50 miles*

**Estimated cost of transportation to worksite from suggested airports:** \$100 to \$150

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

*Fireside Inn Portland*

*81 Riverside Road*

*Portland, Maine 04103*

*\$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:*

*We will coordinate trips to the local Social Security office each week*

*Nearest SSA Office: Augusta , Maine , Over 50 miles*

**Other:**

*Wage Payment Schedule:*

*Our work week runs from Thursday to Wednesday. You will be paid every two weeks, on a Friday.*

*Meal Plan: Not available*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Employees need to appear for work clean and well groomed. We maintain a conservative, professional image. Tattoos need be covered. Facial or tongue piercings need to be removed while working. Employees must maintain a professional hair color and style, bright colors such as pink, blue, green, etc. would not be acceptable. Facial hair must be neatly maintained or staff must be clean shaven.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Cell phones must be put away during work hours. We expect our associates to be focused on their jobs when they are at work. You may speak with your manager for further details.*

*Days off with friends are not guaranteed. Based on the schedule of the business and how busy it is the weekly schedule may change and you must be prepared to work accordingly. You are expected to show up for work on time and not miss shifts. If you are going to be late or need to call out of work, you need to speak directly with your manager. Failure to do so will result in a warning.*

*Overtime is possible, but NOT guaranteed and should not be expected. Overtime, if available, will be granted to employees who are hard working, show up for work on time regularly, are responsible and deserving of this opportunity.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

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

***Walking Distance from Housing:***

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

***In Town, Requires Transportation:***

*Shopping Mall*